ERIN

HOME OWNERS MANUAL

Welcome to Ermin Apartments

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WHY YOU NEED THIS MANUAL

The manual and associated documents have been designed to provide new home owners with comprehensive guidance relating to the ownership and maintenance of their home. All aspects of apartments and the estate have been covered. Residents should ensure they consult the manual prior to making contact with the Developer or Managing Agent in order to avoid unnecessary call out charges.

It is recommended that new residents should:

Refer to the manual and terms of the lease prior to making any changes within the property.

Maintain all aspects of the property in accordance with the manufacturers' warranties and instructions.

Complete and register all manufacturers' warranties in accordance with their instructions.

Keep all documentation e.g. manuals, warranties and guarantees etc.

Keep copies of all financial and other records e.g service charges, maintenance records and receipts.

Keep the manual readily available within the property for the benefit and safety of any visitors, tenants or subsequent owners.

CHAPTER 1

USEFUL INFORMATION & CONTACTS

1.1 BUILDING WARRANTY

During the first year from the date of legal completion of your property, generally speaking Thornsett London Ltd (also referred to as Thornsett) will rectify problems in accordance with the terms of the Premier Guarantee New Homes Warranty. For further guidance, see copies of the Premier Guarantee documents that were issued to your solicitor at the time of exchange of contracts and on legal completion.

Premier Guarantee
2 Shore Lines
Shore Road
Birkenhead
Wirral, CH41 1AU
☏ 08444 120 888
🖷 08444 120 333
✉ info@premierguarantee.co.uk
🖰 www.premierguarantee.co.uk

WHAT THE HOME OWNER IS REQUIRED TO DO

Should any problems arise with the construction of the property during the first 12 months of occupancy, please advise Thornsett **in writing** before the end of the initial warranty period. It is essential that any problems are reported as soon as possible. Please see chapter 1.2 for further details.

WHAT THORNSETT LONDON LTD WILL DO

If responsibility for remedying a problem lies with Thornsett and/or their building contractor they will arrange to resolve the issue.

COMPLAINTS & DISPUTES

If your complaint has not been dealt with to your satisfaction, you may contact Premier Guarantee who will deal with the complaint under the terms of your Home Warranty policy. Where the dispute falls outside Premier Guarantee's own disputes resolution scheme, you will be offered the opportunity to refer the complaint to the independent Disputes Resolution Scheme provider. You must bring the claim within three months of Thornsett's final response to the original complaint or within three months after the original complaint, whichever is later.

The *Consumer Code for Homebuilders Adjudication Scheme* is provided independently by IDRS Ltd, for resolving disputes between homebuilders and homebuyers who are covered by the code.

Consumer Code:
IDRS Limited
24 Angel Gate
City Road
London, EC1V 2PT
☏ 020 7520 380

1.2 CUSTOMER SERVICES

Thornsett London Ltd provides a 12 months defect liability period, in compliance with Premier Guarantee New Homes Warranty guidelines. This does not include accidental damage. Reasonable access will be required to your property to carry out any necessary repairs. Any problems or issues which affect your property should be reported to Thornsett in writing as soon as reasonably possible.

Please ensure that any defects reported are genuine faults, otherwise you may incur a charge for a call out if the Contractor attends and finds that the item reported is not a defect. If a repair arises out of misuse of or damage to the property, the cost of the repair will be borne by the resident. Light bulbs should be changed by the resident and are not classed as a defect in relation to the 12 month defect cover. You will be advised at the time of the callout if this is the case.

We would like to remind you that Thornsett and/or the building contractor would bear responsibility only for the building defects which are due to poor materials/design/workmanship.

Your home benefits from the Premier Guarantee New Homes Warranty. Generally the Builder is responsible for defects which arise from poor workmanship or materials during the first year. However, if a defect concerns a home appliance, you will need to contact the relevant manufacturer to arrange for an engineer to attend at a time that suits you. We strongly advise that you complete and return any warranty documents to the manufacturer/supplier to ensure that your guarantee is validated. You can do this online (details on page 25) or complete the warranty cards which are included in the appliance pack.

In addition, Thornsett will, as part of their contract with the building contractor, carry out a defect inspection towards the end of your first twelve months of ownership to ensure that there is no defect which may not have been apparent to you and that could have an impact to the fabric of the building. We will need access to your property at this time to carry out the defect inspections. You will be notified by post in good time, to advise you that these inspections are due to commence.

Customer Service Department
Thornsett London Ltd
34 Margery Street
London
WC1X 0JJ
✉ customer.service@thornsettgroup.co.uk
🖷 020 7843 9501

HEATING & HOT WATER SYSTEM

Maintenance to the Heat Exchanger will be arranged annually by the Managing Agent. You should fill in and return any warranty documents after completion.

FAILURE TO RETURN ANY WARRANTY DOCUMENTS COULD INVALIDATE YOUR WARRANTY.

1.3 COMMUNAL AREA EMERGENCIES & REPAIRS

The Managing Agent, London Residential Management Ltd (LRM) is responsible for matters relating to the building's communal areas, for example:

Building & Entry Systems

Communal Insurance

Lighting

Roof Leaks or Flooding

Access to the development

Maintenance of communal equipment

Communal cleaning

WHO TO CONTACT

London Residential Management Ltd
9a Macklin Street
London
WC2B 5NE

☏ 020 7438 1080
www.l-r-m.co.uk

LRM have an emergency 'out of hours' service provider. Residents should call this number after 5.30pm Monday –Friday and at weekends if there is a communal issue which requires an immediate response.

EMERGENCY OUT OF HOURS

ADUIVO 0845 260 1082

1.4 POSTAL ADDRESS & DELIVERIES

The apartments have the following postal addresses.

Apartments 1-9
265 Goswell Road
London
EC1V 7AH

Apartments 1-3
14 Friend Street
London
EC1V 7NS

Apartments 1-18
18 Friend Street
London
EC1V 7NS

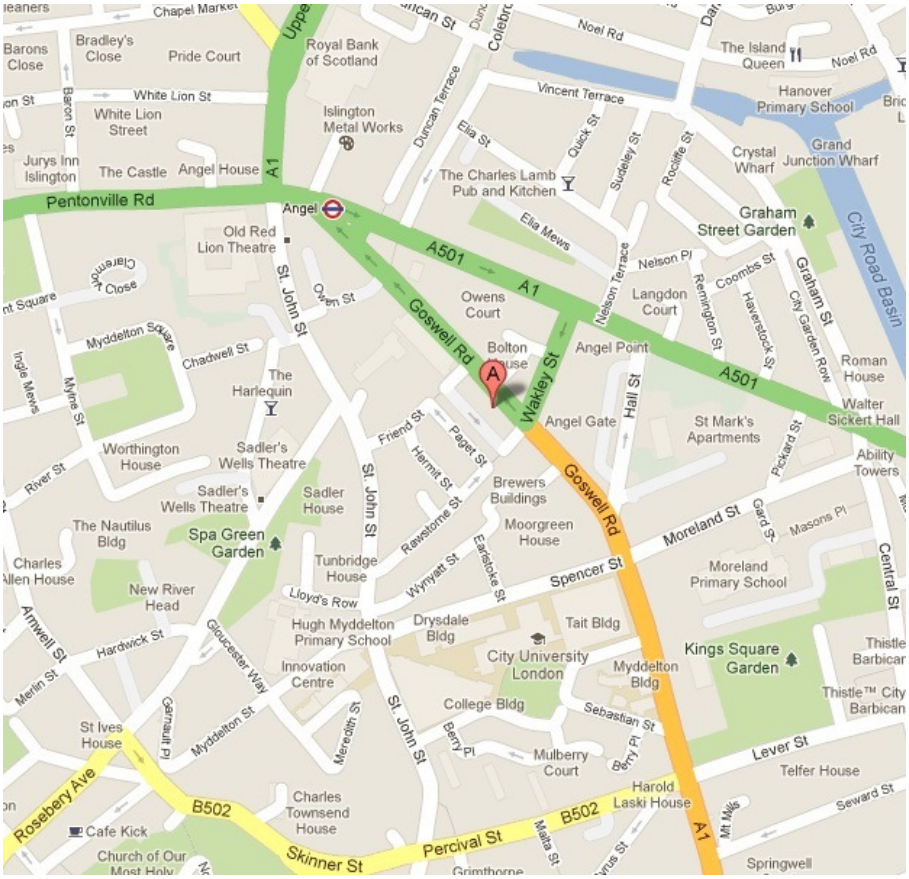
16 Friend Street
London
EC1V 7NS

POSTAL DELIVERIES & POST BOXES

Post will be delivered to the individual post boxes located in the relevant ground floor communal lobby to your building. The postman has been provided with a fob into the lobby only.

16 Friend Street has a post box in the front door.

LOCATION MAP



DEVELOPER

Thornsett London Limited
34 Margery Street
London
WC1X 0JJ
☎ 020 7843 9500
🖷 020 7843 9501
✉ cs@thornsettgroup.co.uk
🖰 www.thornsettgroup.com

MANAGING AGENTS

London Residential Management Ltd
9a Macklin Street
London
WC2B 5NE
☎ 020 7438 1080
🖰 www.l-r-m.co.uk

LOCAL AUTHORITY

Islington Council
222 Upper Street,
London
N1 1XR
☎ 020 7527 2000
🖰 www.islington.gov.uk
✉ information@rbkc.gov.uk

Council Tax

☎ 020 7527 2633
🖰 www. www.islington.gov.uk/Council/counciltax/payment-detail.asp

UTILITIES & SERVICES

ELECTRIC
EDF Energy
Osprey House
Osprey Road
Exeter
EX2 7WN
☎ 0800 096 900 (sales)
🖰 www.edfenergy.com

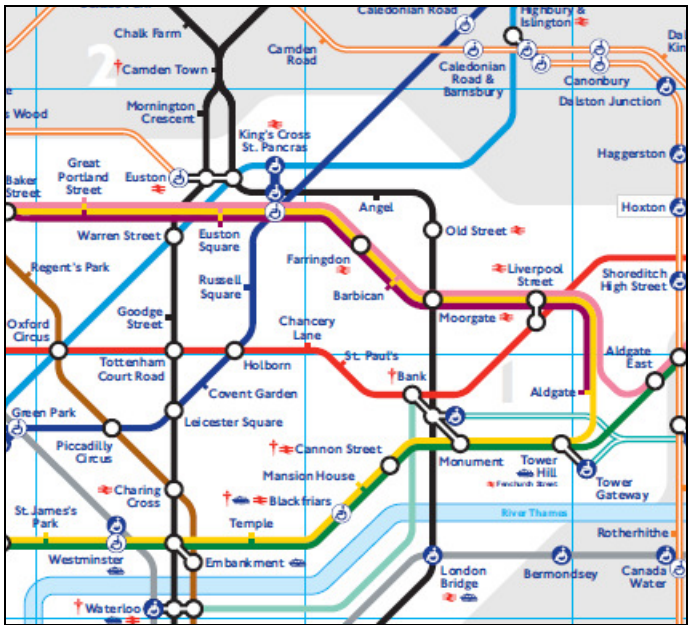
WATER
Thames Water
PO Box 286
Swindon
SN38 2RA
☎ 0845 9200 888
🖰 www.thameswater.co.uk

BRITISH TELECOM
☎ 0800 800 150
🖰 www.bt.com

SKY TV
☎ 08442 411 665
🖰 www.sky.com

TV LICENSING
🖰 www.tvlicensing.co.uk

The closest underground station to the development is "Angel" on the Northern Line.



At the time of printing, Oyster is the cheapest way to pay for single journeys on bus, tube, tram, DLR and London Overground services. It can store up to £90 of credit which can be used for 'pay as you go' travel. You can also load your 7 day, monthly and annual travel card onto your Oyster card.

The Oyster card is reusable. You can manage your card online.

www.tfl.gov.uk/oyster

Bus services from Islington (Angel station)

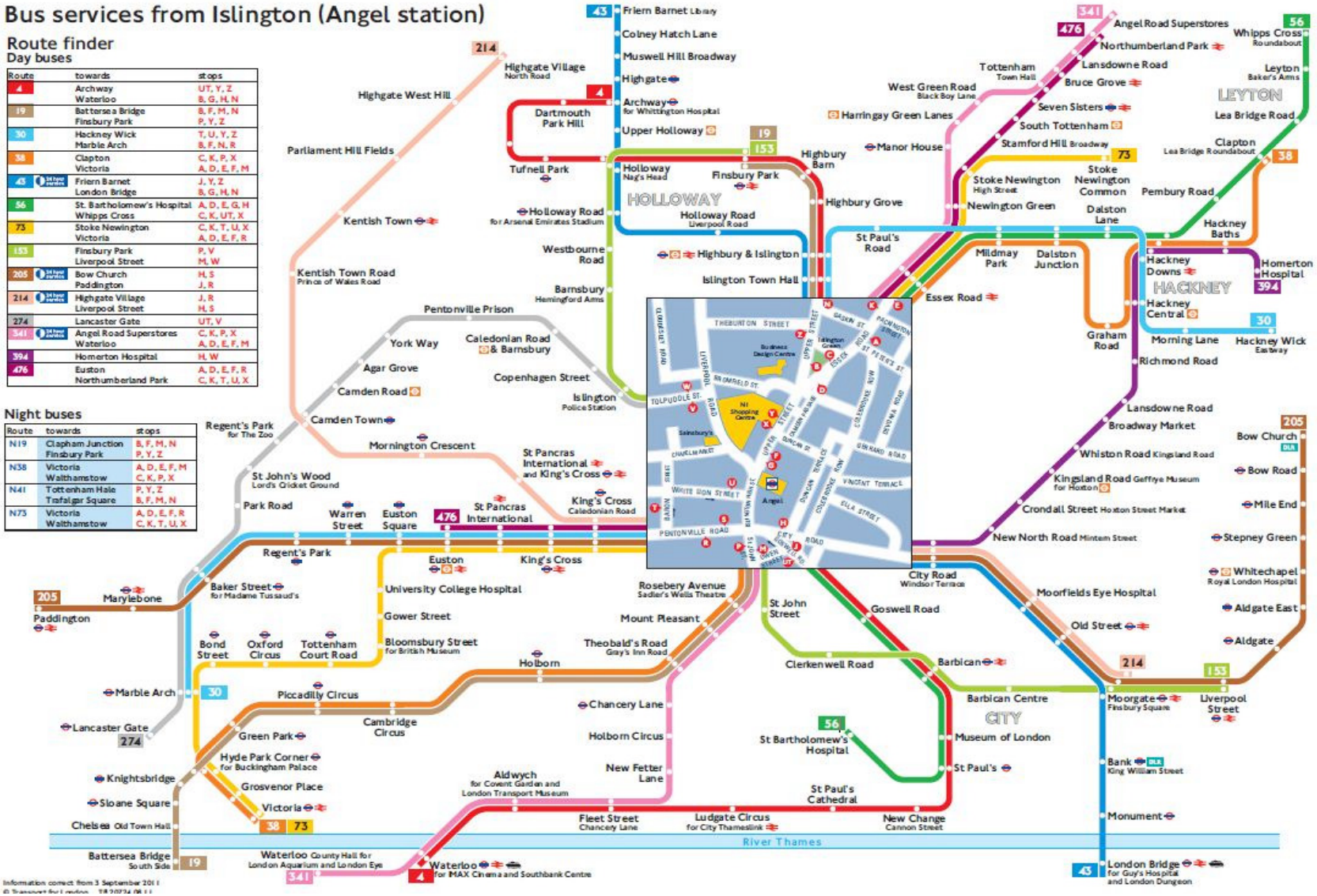
Route finder

Day buses

Route	towards	stops
4	Archway	UT, Y, Z
	Waterloo	B, G, H, N
19	Battersea Bridge	B, F, M, N
	Finsbury Park	P, Y, Z
30	Hackney Wick	T, U, Y, Z
	Marble Arch	B, F, N, R
38	Clapton	C, K, P, X
	Victoria	A, D, E, F, M
43 (24 hour service)	Friern Barnet	J, Y, Z
	London Bridge	B, G, H, N
56	St. Bartholomew's Hospital	A, D, E, G, H
	Whipps Cross	C, K, UT, X
73	Stoke Newington	C, K, T, U, X
	Victoria	A, D, E, F, R
153	Finsbury Park	P, V
	Liverpool Street	M, W
205 (24 hour service)	Bow Church	H, S
	Paddington	J, R
214 (24 hour service)	Highgate Village	J, R
	Liverpool Street	H, S
274	Lancaster Gate	UT, V
341 (24 hour service)	Angel Road Superstores	C, K, P, X
	Waterloo	A, D, E, F, M
394	Homerton Hospital	H, W
476	Euston	A, D, E, F, R
	Northumberland Park	C, K, T, U, X

Night buses

Route	towards	stops
N19	Clapham Junction	B, F, M, N
	Finsbury Park	P, Y, Z
N38	Victoria	A, D, E, F, M
	Walthamstow	C, K, P, X
N41	Tottenham Hale	P, Y, Z
	Trafalgar Square	B, F, M, N
N73	Victoria	A, D, E, F, R
	Walthamstow	C, K, T, U, X



Zipcar's range of self-service cars and vans are available 24/7 for rent by the hour, day, week or month. Book any car in the fleet online or over the phone and then use your 'zipcar smartcard' to pick up the vehicle. Hourly rates start from £3.95 (at the time of printing).
Zipcar has cars parked in a dense network of dedicated spaces across London and several other UK cities, typically within a few minutes' walk of your home or work. You can use one for as little as 30 minutes or as long as 6 months.
They are reserved online or by phone, and can be collected and returned 24/7 using one of the high-tech smartcards. The fleet is made up of Volkswagen Golfs and Volkswagen Polo BlueMotions Vans are also available should you need to move bulkier items.
The cost of your usage is based on how long you have the car and how far you drive it, but unless you're a heavy car user, the annual cost of Zipcar will be less than owning a car and will remove a lot of the hassles of car ownership.

For more information visit - www.zipcar.co.uk

Barclays Cycle Hire

Take a cycle, ride it where you like, then return it, ready for the next person.
Available 24 hours a day, all year round. It's self-service and there's no booking. Just turn up and go. Costs are the same whether you're a Member or not, though Members can buy the most cost-effective (annual) access.

You pay for the right to hire a cycle (access fee) and for the amount of time you've got it (usage charge).

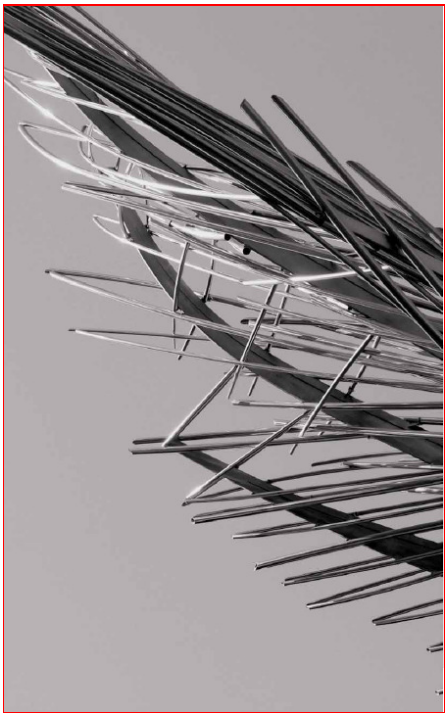
For more information visit - www.tfl.gov.uk/roadusers/cycling/14808.aspx

1.7 LOCAL INFORMATION

BANKING	**Barclays** 14 Upper Street City of London N1 0PQ 0845 755 5555
Halifax 1 Liverpool Road, London N1 0RP 020 7599 1812	**HSBC Bank plc** 5 Islington High Street London N1 9LJ 0845 740 4404
Nationwide 32-33 Upper Street London, N1 0PN 0845 266 1581	**NatWest** 3 Upper Street London, N1 0PH 0845 301 9165
Royal Bank Of Scotland PLC 40 Islington High Street London N1 8XB 020 7520 0777	**Santander** 15-17 Islington High Street, London N1 9LQ 0845 765 4321
SHOPPING	**Marks & Spencer PLC** 5 Liverpool Road London N1 0RR 020 7837 2744 ()
Iceland Foods Ltd 62-64 Chapel Market London, N1 9ER 020 7837 5562	**Gap** Unit 5 Parkfield Street London, EG N1 0PS 020 7359 7998
Boots 35-37 Islington High Street London, N1 9LH 020 7837 3430	**Costcutter** 60 Chapel Market London N1 9ER 020 7833 1348
Waitrose 21 Liverpool Road London, N1 9EN 020 7278 2207	**POST OFFICE**
Royal Mail Mt. Pleasant Mail Centre, Farringdon Road, EC1A 1BB, 0845 774 0740	**Post Office Ltd** 116 Upper Street London N1 1AEý 0845 722 3344
ENTERTAINMENT	**Vue Cinema Islington** 6 Parkfield Street London N1 0PS
Everyman Screen on the Green 83 Upper Street London N1 0NP 0871 906 9060	**The Screen On The Green** 83 Upper Street London N1 0NU 0870 066 4777

GETTING AROUND

Pizza Express Restaurants 335-337 Upper Street N1 0PB 020 7226 9542	**Ask** 52 Upper St Lndon N1 0PN 020 7226 8728
Browns 7-9 Islington Green London N1 2XH 0844 567 2409	**Med Kitchen** 334 Upper Street London N1 0PB 020 7226 7916
The Diner 21 Essex Road London, N1 2SA 020 7226 4533	
METROPOLITAN POLICE Working together for a safer London **Metropolitan Police Service** 2 Tolpuddle Street London N1 0YY 020 7704 1212	
NHS **Whittington Hospital NHS Trust** Highgate Hill N19 5NF Tel: 020 7272 3070 **Homerton University Hospital** (0.5 mi NE) Homerton Row London E9 6SR 020 8510 5555 ý	**REMEMBER IN THE CASE OF AN EMERGENCY** **CALL** **999**
BARCLAYS CYCLE HIRE www.tfl.gov.uk/roadusers/cycling/14808.aspx 0845 026 3630	zipcar wheels when you want them www.zipcar.co.uk 0333 240 9000
Transport for London www.tfl.gov.uk 0843 222 1234	



CHAPTER 2

LOOKING AFTER YOUR HOME

2.1 CARE & MAINTENANCE GUIDANCE

CONDENSATION–WHAT IS IT?

There is always some moisture in the air, even if you cannot see it. If the air gets too cold it cannot hold all the moisture and tiny drops of water appear. This is called condensation. You notice condensation on a cold day when you breathe out warm, moisture-laden air, or when the mirror mists over when you have a bath.

Condensation occurs in cold weather, whether it is raining or dry. It appears on cold surfaces and in places where there is little air movement. You should look for it in corners, near windows and in or behind wardrobes and cupboards. Condensation often forms on north facing walls which are not warmed by the sun.

If you do not take steps to reduce condensation it can lead to some of the common problems associated with damp, such as mould on walls and furniture. Damp housing encourages the growth of mould and mites and can increase the risk of respiratory illness.

REDUCING CONDENSATION

The following information has been included to give advice regarding the control of condensation.

- Never use portable gas or paraffin heaters - one litre of burnt paraffin produces approximately one litre of water vapour
- Where ever possible cook with lids on saucepans
- Make sure all your extract fans are operating correctly
- In very cold weather keep the heating on all the time (intermittent heating causes condensation to form on surfaces as they cool)
- In cold weather if you are out all day keep the heating on at a low setting
- If using a tumble dryer ensure it is vented outside unless it is a condensing dryer
- Home Owners should avoid covering radiators with clothes so that the system operates as efficiently as possible.

If condensation does occur then the following procedures should be followed:

- Heat the room
- Open a window
- Open the room door
- Avoid placing large items of furniture against the external walls as pockets of trapped air can lead to serious surface condensation and mould growth forming on both the wall and furniture.

Remember that it is cheaper to reduce the production of water vapour than it is to compensate for it by turning up the heating.

2.2 RUNNING IN

Running in a new home requires attention to detail and awareness of heat and ventilation control, to allow the expansion and contraction of natural materials to take place.

The following details and guidance are provided for the successful 'running in' of your new home.

NEED FOR VENTILATION & TEMPERATURE CONTROL

The presence of water in construction materials means that it is essential to allow the property to dry out as naturally as possible. Natural materials used in the construction of your new home will expand and contract due to the changes in temperature and moisture content of the air.

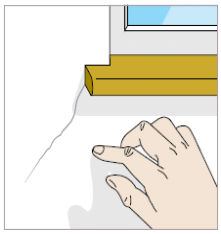
Make every effort to keep an 'even' temperature. The recommended room setting is 20°C (68 °F), which should provide adequate heating. Extremes of cold and heat can lead to movement and cracking of finishes.

Adequate ventilation is important for allowing the drying process to take place. The primary ventilation method is the windows which have manually operated trickle vents located at the top. The bathrooms and kitchen area have a secondary measure in the form of a mechanically operated fan.

To aid ventilation, it is recommended that windows are opened to allow a through-flow of air to all rooms as and when the weather allows.

MOVEMENT & SHRINKAGE

As the drying out process occurs, the building materials will shrink, which may cause small cracks to appear. Some cracks may re-occur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and Thornsett is not obliged to rectify them. Trade emulsion which is a breathable product, has been used to allow walls and ceilings to initially dry out before redecoration.



The drying out period should take approximately three to six months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as pollyfilla or a flexible decorator's caulk.

DAMAGE TO DECORATIONS

Thornsett cannot be held responsible for damage to additional decorations, which have been applied too soon.

RUNNING IN

If carrying out any works in your home we recommend considering the use of low VOC (Volatile Organic Compound) products and the use of certified timber. Using low VOC products will mean a cleaner healthier environment for you and your family.

SUMMARY

WHAT IS THE OPTIMUM TEMPERATURE SETTING?

The recommended room setting is 20°C (68°F).

IS IT NORMAL TO SEE CRACKS IN WALLS?

Yes. It is perfectly normal to see small cracks as the building materials shrink in the normal course of drying out.

ARE THESE STRUCTURAL DEFECTS?

These small cracks are not structural defects and can be filled and covered in the normal course of redecoration.

WHEN CAN I START REDECORATING?

After one year.

WHO DO I CONTACT IF I HAVE DOUBTS OR QUERIES CONCERNING REPAIR OR MAINTENANCE ISSUES?

Residents should contact the Managing Agent for guidance.

The apartment conforms to current Building Regulations, intended to ensure residents benefit from prescribed construction standards, including essential health and safety features. To protect the integrity of the property, appliances, systems and services, residents should observe the guidance provided in this manual and the various manufacturers appliance manuals – separately provided.

2.3 SERVICING & MAINTENANCE CHECKLIST

The list below suggests items which should be considered for regular servicing, maintenance or testing in accordance with the manufacturers' or installers recommendations.

Water heating System	Carry out annual system checks. Take out a maintenance agreement with a reputable company
Floor Covering	Clean all surfaces
Windows & Balcony Doors	Clean frames, glazing and lubricate hinges and mechanical parts
Apartment Doors	Lubricate hinges and locks and service door closures
Cooker Hood	Clean and/or replace filter

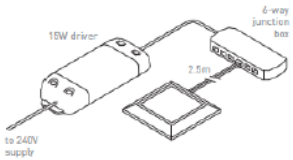
This list is not exhaustive and should not be considered to be, or relied upon as the only list of tasks to be arranged.

SERVICING, MAINTENANCE OR TESTING FREQUENCY

Refer to manufacturer's literature where available for specific guidance on the frequency of cleaning, servicing, maintenance and testing. But generally speaking all windows, doors, worktops, kitchens and bathrooms are to be washed with a non-abrasive damp cloth and warm water.

CHANGING BULBS

<u>Under unit lights - Kitchen</u>
The round disc pulls out, unplug the cable from the junction box.
Plug in new fitting. Insert new fitting back into the triangular piece.



<u>Ceiling lights - Various</u>
To remove these fittings completely hold back the spring loaded clips hidden in the ceiling. To remove the bulb unscrew the bulb from the fitting.
However, the fitting does not need to be removed from the ceiling in order to change the bulb.

(For bulb details see Chapter 3.1)

WHEN CARRYING OUT ANY ELECTRICAL WORK – PLEASE ENSURE THAT THE ELECTRICAL SUPPLY IS TURNED OFF.

2.4 PROLONGED ABSENCES

WHO SHOULD I ADVISE OF ANY PROLONGED PERIODS OF ABSENCE?

Advise dates of absence and contact details to the managing agent in case of an emergency.

WHAT TO DO - WHAT NOT TO DO - WHAT TO LEAVE ALONE

When leaving the property for extended periods e.g. exceeding two weeks, it is recommended that the following matters should be considered for health and safety and practical reasons.

SUPPLY TYPE	LEAVE ON OR OFF	WHY?	LOCATION OF SUPPLY
Electricity	ON	To maintain: ▪ Kitchen appliances i.e refrigerator ▪ Room heating at a minimum temperature	Fuse box
Water	Can be turned off	To minimise build-up of mineral deposits and bacteria in stagnant water	The isolator valve is located in the water cupboard in the hall

2.5 ELECTRICAL SAFETY IN THE HOME

Prior to contemplating or undertaking any changes to the electrical installations within the apartment, you need to be aware that for your health and safety there are restrictions upon what you may and may not do as prescribed by Government legislation.

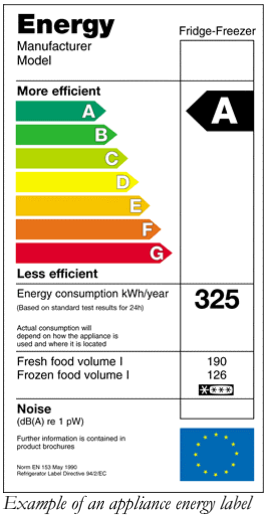
GOVERNMENT LEGISLATION

New building regulations aimed at curbing the number of deaths, injuries and house fires caused by faulty electrical installation, came into force on 1st January 2005.
The new rules affect anyone considering electrical work in the home including DIY enthusiasts. Failure to comply could lead to householders being required to bring the work up to standard and may make it difficult to sell their homes.

Minor jobs like replacing sockets and light switches in low risk areas will not be affected. However, anyone thinking of carrying out jobs including electrical work in the kitchen, bathrooms or outdoors or adding new circuits to any part of their house will have to get Building Control involved. The alternative is to get the work carried out by a suitably qualified electrician.

The key question for householders is who will be carrying out the work? If it is themselves, a friend or relative then they will have to notify the local authority building control department unless only minor work is involved. An alternative is to employ someone who is registered with a 'competent person scheme'.

The Office of the Deputy Prime Minister leaflet 'New Rules for electrical safety in the home' explains the options and how to identify a 'competent person' in your area in a clear and easy to read style. You can review in online now at the ODPM website and hard copies will be available from local authorities and competent person scheme operators.



Example of an appliance energy label

EU Directive 92/75/EC[1] established an energy consumption labelling scheme. The directive was implemented by several other directives thus most white goods, light bulb packaging and cars must have an EU Energy Label clearly displayed when offered for sale or rent. The energy efficiency of the appliance is rated in terms of a set of energy efficiency classes from A to G on the label, A being the most energy efficient, G the least efficient. The labels also give other useful information to the customer as they choose between various models.

When buying a new appliance, it is recommended that you find out the energy efficiency of the model you want to buy. Please refer to the 'EU labelling scheme. We recommend purchasing A rated equipment. Energy saving appliances use less energy, less water, and therefore save you money as well as being better for the environment.

LABELLING

The energy labels are separated into at least four categories:

- The appliance's details: according to each appliance, specific details, of the model and its materials
- Energy class: a colour code associated to a letter (from A to G) that gives an idea of the appliance's electrical consumption
- Consumption, efficiency, capacity, etc. This section gives information according to appliance type
- Noise: the noise emitted by the appliance is described in decibel

ENERGY EFFICIENCY

RENEWABLE ENERGY

The heating and hot water system in the flat is designed to be fuelled from the central plantroom. The central plantroom is fired by three Low NOx, condensing high efficiency gas boilers.

SUSTAINABILITY

One key aspect of sustainability is embracing renewable energy and the development benefits from photovoltaic panels on the roof. To be sustainable apartments must also be energy efficient and therefore minimise their impact on the environment. The apartment is built to a high standard of insulation and is pressure tested to minimise air leaking into the apartment. Lighting to public areas is controlled by movement sensors. The materials used in constructing the development were carefully selected from the Green Guide to minimise the impact on the environment. All roofs on the development are "green roofs". These enhance the biodiversity of ecological life in and around the development. The installation of the green roof also provides a Sustainable Drainage System. In times of heavy rainfall the green roof will absorb a large proportion of the rainfall and delay flow entering the public system at a time when the public system is at maximum capacity.

WATER

Turn off taps while cleaning your teeth, shaving or washing your face. You can waste up to 9 litres a minute by just letting the water pour down the sink.

Take a short shower rather than a bath could save you up to 400 litres a week. If you do have baths, just half fill them.

Fix any dripping tap, you can waste 90 litres a week which will cost a lot more than what might just be the price of a new washer.

Don't overfill the kettle when making a cup of tea. Only fill and boil what you need, this will save you money on your energy costs too.

Only use the washing machine and the dishwasher when you can put on a full load. It wastes both water and energy to run only a half full machine.

Think before throwing used water down the drain, eg water in a pan after cooking, this could be reused for watering plants around the house when cooled down

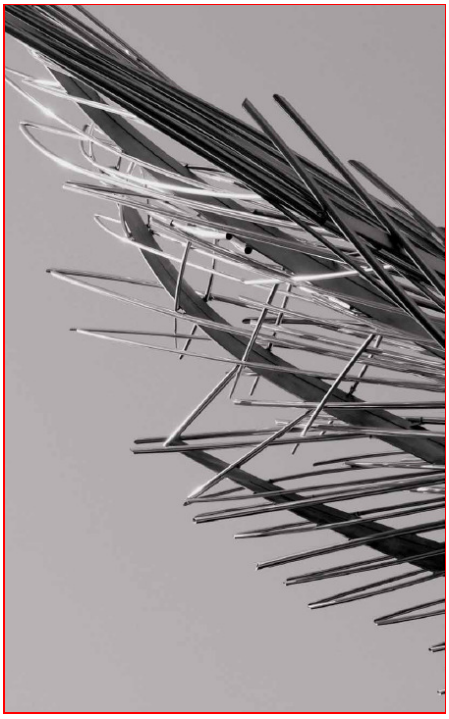
.

The Energy Saving Trust suggests the following 'Top Ten Tips' for saving energy.

	Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and can typically save up to £40 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
	Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
	Always turn off the lights when you leave a room.
	Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
	If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
	Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).

	A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
	Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £45 over the lifetime of the bulb. This saving could be around £70 over its lifetime if you're replacing a high wattage incandescent bulb, or one used for more than a few hours a day.
	Do a home energy check. Just answer some simple questions about your home and EST will give you a free, impartial report telling you how you can save up to £250 a year on your household energy bills.

www.energysavingtrust.org.uk



CHAPTER 3

APARTMENT FIXTURES & FITTINGS

3.1 LIGHTING

Generally, spotlights with transformers are fitted in the kitchen, bathroom, en-suite bathroom, living room and bedrooms. There are low voltage down lights under the kitchen cabinets.

FITTING			
DESCRIPTION	240v White 11W low energy downlight AU-DLM841W with 240V PAR20 11W compact fluorescent bulb AU-GUF4011 Manufacturer – Aurora Lighting	240V PAR20 aluminium IP65 11W low energy downlight AU-DLM843W (fire protection) 240V PAR20 11W compact fluorescent bulb AU-GUF4011/30 Manufacturer – Auroa Lighting	24V LED downlight ref:LTSMD Manufacturer – Omega
WHERE	*Bedrooms, Hallway Lounge*	*Bathroom*	*Kitchen Units*
FITTING			
DESCRIPTION	Plinth LED Light Ref: LTPLED3 Manufacturer – Omega.	Bathroom Cabinet Saneux ICE bathroom cabinet Bulb: 15w T2 fluorescent tube To operate light, simply move hand over infrared sensor located on the bottom right of the cabinet	MND Chrome WAL001 LED light with 7watt LED Bulb Manufacturer – Mark Nicholas Design
WHERE	*Kitchen Units*	*Bathroom*	*Bathroom*

3.2 WINDOWS & GLAZING

1

Your home is fitted with tilt turn windows. A quarter turn of the handle opens the top slightly for secure ventilation, while a half-turn will allow the window to swing inward on side hinges so you can easily clean the outside surface. Tilt turn windows are made from strong, durable UPVC, simply wipe the frames clean with a damp cloth.

Picture 1: shows the window handle pointing downwards in the closed and locked position.

Picture 2: shows the handle in the open in the horizontal position. This enables the window to be tilted open slightly from the top, with the hinge engaged at the bottom of the window. The window opening is restricted.

Picture 3: shows the window in the open-tilt position.

Picture 4: shows the window handle pointing upwards in the vertical position which enables the window to be fully opened on the side hinges to enable cleaning of the outside of the window. You must continue to hold the handle in this position whilst opening the window/balcony door. The window lock key needs to be inserted into the lock in order to turn the handle from the quarter position (as shown in picture no.2) into the vertical position.

Picture 5: shows the window in the fully open position.

For your health, safety and security DO NOT LEAVE OPENED WINDOWS UNATTENDED.

WINDOWS & GLAZING

FOR YOUR SAFETY

Never leave your windows unattended and open.

CARE & MAINTENANCE

It is recommended that cleaning should be carried out AT LEAST every three months. Window frames should be cleaned using a damp cloth and warm soapy water only.

Steel wool, strong acids, alkalis and abrasive cleaners should never be used.

Periodically, the glazing and framework should be checked for damage and deterioration especially mastics and sealants. Generally a silicone-based seal is used which should not be painted.

The hinges and tracking should be cleaned regularly to avoid a build-up of sediment. Slight lubrication should be carried out when necessary with an acid free oil. When painting in and around windows, care should be taken to ensure that no paint covers the weather strip or the hardware.

RESPONSIBILITY FOR WINDOW CLEANING
Cleaning windows (internally and externally) within the apartment is the resident's responsibility and as per the Lease, should be carried out no less than every three months. Most of your windows open fully to enable access for cleaning.

Where applicable the managing agent will arrange for the external windows and those windows in communal areas to be cleaned periodically.

WINDOW OPERATIONAL PROBLEMS OR BREAKAGES
In the event of any problems, consult with the managing agent.

GUARANTEE

The guarantee for the windows is covered under the Premier Guarantee New Homes Warranty for 10 years.

MANUFACTURER

Value Windows Ltd
2 Stonefield Way
Ruislip
Middlesex HA4 0JS

☏ 020 88423 0654
www.valuewindows.co.uk

3.3 KITCHEN UNITS & APPLIANCES

APPLIANCES

Residents **MUST** fill in and return all guarantees/registration cards in order to activate warranties. These cards can be found in the kitchen appliance pack. Alternatively you can go online and register the appliances at www.AEG.co.uk.

APPLIANCE	MANUFACTURER	MODEL NO.
Dishwasher	AEG	F34030V10
Telescopic Extractor Fan	ELECTROLUX	EFP6500X
Fridge/Freezer	AEG	SCS51800F0
Ceramic Hob	AEG	HK634060XB
Microwave	AEG	MC1762EM
Oven	AEG	B2100-5-M
Washer Dryer	AEG	L11842VIT
Waste Disposal	Insinkerator	NO.45

SERVICE CALLS

Residents are responsible for reporting any issues with their appliances directly to the manufacturer. When reporting a problem with an appliance, you will need to contact AEG (or Electrolux) customer care.

Your product's model and serial numbers will allow AEG to identify the exact model of the appliance you have. These numbers can be found printed on a rating plate (shown below) which is located on the appliance. Generally speaking the rating plates usually are located around the inside of the door of the appliance.

Rating Plate

MANUFACTURER

AEG
☏ 08445 611 611
www.AEG.co.uk
Fax 08445 618 920

KITCHEN UNITS AND APPLIANCES

POWER SUPPLY

1

2

Switches are on a multi-gang socket/fused spur switch (picture 1 above) and are labelled for each appliance. These switches control the power supply to each individual appliance. There is a separate switch for the hob. See 2 above. These switches are located in the cupboard above the microwave.

WASTE DISPOSAL UNIT

3

4

5

Picture 3 above shows the waste disposal unit which is located under the sink. Simply remove the plug strainer and run the cold tap, put the food scraps into your sink and feed them into the plug hole (indicated 4 above). Turn on the waste disposer by pressing the air switch button (picture 5) which is installed in the worktop at the corner of the sink and the food waste will be ground down and flushed away via the unit shown in picture 3 quickly and efficiently. Just about any food waste, including meat bones can be dealt with by the waste disposer in seconds. Full instructions are included in this pack.

Maintenance of the Waste Disposal Unit

Residents will be provided with a 'Self Service Wrenchette' (picture below) which provides access to the unit for the purposes of maintenance. This work should only be carried out by a competent person.

KITCHEN UNITS & APPLIANCES

Properties are fitted with the following Omega kitchen units, with applied laminate worktops and glass splash backs.

Plot	Base/ Tall Units	Wall Units	Carcase	Handles	Worktop	Spash back
265/1	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
265/2	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
265/3	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
265/4	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
265/5	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
265/6	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
265/7	Amazonas	Amazonas	Platinum	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 00A05
265/8	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
265/9	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
18/1	Gloss Walnut	Gloss walnut	Walnut	Suite 154	Grey Limestone - Duropal - 60mm Quadra edge	Glass, RAL 7035
18/2	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/3	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
18/4	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/5	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044

KITCHEN UNITS & APPLIANCES

Plot	Base/ Tall Units	Wall Units	Carcase	Handles	Worktop	Spash back
18/6	Gloss Walnut	Gloss walnut	Walnut	Suite 154	Grey Limestone - Duropal - 60mm Quadra edge	Glass, RAL 7035
18/7	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
18/8	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/9	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/10	Gloss Walnut	Gloss walnut	Walnut	Suite 154	Grey Limestone - Duropal - 60mm Quadra edge	Glass, RAL 7035
18/11	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
18/12	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/13	Amazonas	Amazonas	Platinum	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 00A05
18/14	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/15	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
18/16	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
18/17	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Ceasarstone - Mink 4350	Glass, RAL 7044
18/18	Arctic White	Arctic White	Gloss White	handless	Quartz Compac - Genesis - Ceniza	Glass, RAL 7040
14/1	Mattonella Gloss Ivory	Mattonella Gloss Ivory	Matt Ivory	Suite 154	Brown Sahara - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
14/2	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040
14/3	Mattonella Gloss Stone	Mattonella Gloss Stone	Gloss Stone	Suite 154	Natural Messina - Duropal - 60 mm Quadra Edge	Glass, RAL 7044
16 Friend	Mattonella Gloss White	Mattonella Gloss White	Gloss White	Suite 154	Ipanema Grey - Duropal - 60 mm Quadra Edge	Glass, RAL 7040

Walnut	Gloss Stone	Gloss White	Matt Ivory	Platinum

CARE & MAINTENANCE - APPLIANCES

General guidance is included below. Please refer to the individual appliance manufacturer's instructions included in this pack.

Neither the Landlord nor the managing agents are responsible for routine servicing.

For the warranties to apply, appliances must be maintained by the property owner in accordance with the manufacturers' recommendations. Warranty documentation for appliances should be completed by the purchaser and registered with the manufacturer in accordance with manufacturers' instructions.

CARE & MAINTENANCE - KITCHEN UNITS

Whilst modern materials and finishes provide good heat and stain resistance, excessive heat from hot saucepans etc should not be permitted to come into contact with any surface. Spillages of any kind should be quickly removed to avoid the possibility of staining and distortion. Materials are sealed for protection, but prolonged exposure to moisture and heat could cause materials to degrade.

CLEANING

For all surfaces, it is important to use only a soft cloth, slightly dampened with water and a mild detergent solution. This will be suitable for the interiors of cabinets, drawer boxes, frontals (in both timber and synthetic materials), work surfaces and decorative in-fills. Following cleaning, a polish with either a soft lint free cloth or window leather will ensure all excess moisture is removed and surfaces are left safe and attractive.

Under no circumstances should any of the following products be used for cleaning your kitchen.

- SCOURING PADS

Scourers could scratch and disfigure the surface. Only careful use on the inside of the cabinet, for moving stubborn stains, can be recommended.

- ABRASIVE CLEANING AGENTS

These can cause surfaces scratches but also may leave deposits in the grain and texture of the material.

WORKTOPS

PROTECT FROM SCRATCHING

While no harm will be caused by crockery and other kitchen utensils being moved about on the worktop, the surface can be damaged if used as a cutting surface.

PROTECT FROM MOISTURE

It is important to wipe up all spilt liquids, especially around joints and cut outs.

PROTECT FROM STAINS

The decorative laminate surface will resist most household chemicals. However, damage may occur if strong chemical substances such as bleach, curry, beetroot juice, concentrated fruit juice, food colourings and dyes are left in contact with the surface. Spillages of any potentially damaging chemicals should be quickly removed.

PROTECTION FROM HEAT

The laminate surface will resist the temperature of boiling water and hot cooking splashes. However, damage may occur if hot saucepans, oven dishes, and electric irons or burning cigarettes are placed on the worktop surface. To prevent damage, always use heat resistant mats and ashtrays.

CLEANING

A wipe over with a damp cloth is all that is needed for normal day-to-day use. An occasional clean, using a mild detergent and warm water, will help maintain its original appearance.

MANUFACTURER & SPARES

Omega Kitchens
Omega Boulevard
Capitol Park
Thorne
Doncaster
DN8 STX
☏ 01405743322
✉ www.omegaphic.co.uk

3.4 BATHROOM & WC

Area	Manufacturer/ Model	Colour
Basin to Main Bathroom	Roca, The Gap, Semi-Recessed Ref:32747S..0 with 50mm thick Quartz Compac Lumicks Coco shelf	White
Basin to En-suite Shower Room/Cloakroom	Roca, The Gap Ref:327476..00	White
Basin Taps	Grohe Allure Basin Mounted Tap Ref: 32757	Chrome
WC	Roca, The Gap, Wall Hung WC Ref:346477..0	White
WC Roll Holder	Grohe Allure Toilet Roll Holder Ref: 40279	Chrome
Robe Hook	Grohe Allure Robe Hook Ref: 40284	Chrome
Bath	Kaldewei Vaioset	White
Bath Screen	Daryl Aroco Square Bath Screen	Glass
Bath/Shower mixer	Grohe Allure Thermostatic Bath/Shower Mixer Ref:19446	Chrome
Mirror Cabinet with shaver socket	Bespoke mirror cabinet in sprayed mdf	Stone grey Colour RAL 7030
Heated Towel Rail	Zehnder Fassane Spa	Chrome
Shower Set	Grohe Cosmopolitan Shower Set Ref:28762	Chrome
Shower Enclosure	Daryl Aroco Sliding Quadrant Enclosure	Glass
Shower Mixer	Grohe Allure Thermostatic Shower Mixer Ref:19380	Chrome
Bespoke Mirror Cabinet Light	MND WAL001 LED LIGHT	Chrome
Mirror Cabinet to Shower Rooms	Saneux Ice including LED light and shaver socket Ref: 1051	Aluminium

CARE & MAINTENANCE INSTRUCTIONS

BASINS, BATHS & SHOWER SCREENS

Trays and tops should be cleaned and dried as soon as possible after use. In hard water areas, insoluble lime salts and grime will harden on the surface and become increasingly difficult to remove.

It is important to ensure that when cleaning bathroom furniture, only non-abrasive cleaners are used (e.g. not Ajax or Cif) to prevent scratching on the surfaces.

In the interest of safety, baths and shower trays must not be polished with wax or silicone polish (e.g. Pledge, Mr. Sheen).

A sealant has been applied around your bath and shower tray, where water splashes occur. Owing to natural drying of your new home, these areas may become vulnerable to movement.

SHOWER HEADS

Heads should be cleaned using a mild solution of washing up liquid mixed with water. Don't use anything caustic. Mild detergents are to be used instead of 'branded' cleaners which are too harsh for the chrome shower.
Register your shower at www.vado-uk.com/guarantee_registration.php for your 12 year guarantee.

SANITARY WARE

China basins, pedestals, WC pans, WC cisterns and shower trays.

The recommended listed above, should be followed for chinaware, with the exception that occasional use of abrasive cleaners (e.g. Ajax, Cif) will not damage glazed surface.

Proprietary bleaches and toilet pan cleaners may be used as required, with no risk of damage to the china or glaze.

In the event of fine scratches in the sanitary ware surface, a fine abrasive cleaner (e.g. Brasso or similar metal polish) may be used but it is recommended that great care be taken if employing such cleaning methods.

TAPS & HINGES

Under no circumstances should cleaners containing abrasive pastes or chemicals be used. The use of cleaners of this type, whether on stainless steel, chrome, gold or white taps or hinges, will abrade any protective surfaces and cause corrosion. Soapy water, silicone or wax polishes (e.g. Mr. Sheen, Pledge) may be used with no risk of causing damage.

MANUFACTURERS

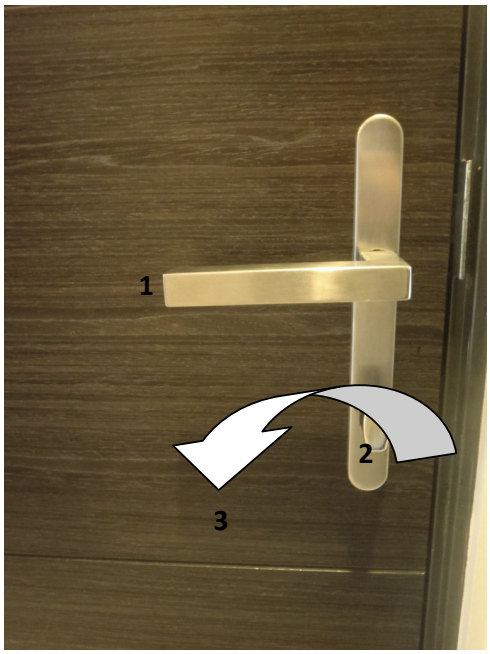
Roca
www.roca.com

Grohe
www.grohe.com

Daryl Showers
www.daryl-showers.co.uk

3.5 DOORS

	Front Entrance & Internal Doors Solid wooden doors Ref: Modern Sk05 in grey oak
	Door Handles Karcher stainless steel Lever handle settles Er 46Q Satin stainless steel finish
	Wardrobe Doors Loddenkemper Multi-Set Carcass- Latch sand Door- Latch sand with sides Handles- S2 Handle
	Bathroom & Shower Room Doors Solid wooden doors Ref: Modern Sk05 with glazed panel in grey oak



The door and lock is a 'Secure by Design' standard for your safety and security.

Operation:

To enter the apartment – Insert your key into the deadlock which turns the deadlock (picture 2).
Once you have unlocked the door, push the handle in the downward position which releases the 3-point locking mechanism.

Once inside the apartment, close the door behind you, using the handle and return it to the horizontal position, as shown in picture 1 above. This will re-engage the 3-point locking mechanism. Then, turn the snib (deadlock) in order to engage the deadlock as per picture 3.

Whenever you are inside the apartment, please ensure that the snib/deadlock is engaged at all times.

When you leave your apartment, but other people are still inside, close the front door and turn the key to engage the deadlock. This secures the door from the outside, but when the people inside the apartment exit, they can do so by opening the snib.

When you leave the apartment empty, you should close the door and turn the key to engage the deadlock

DUSTY SURFACES

Day to day build-up of dust particles can usually be removed with a soft duster, but if dust has bedded into the grain of the veneer it will have to be removed by the application of a liquid reviver such as teak oil or liquid furniture wax.
A cost effective cleanser can be made by mixing approximately 60% Linseed Oil with 40% White Spirit.

DAMP HAZE (BLOOM)

A milky blue haze can sometimes develop due to cold conditions, high humidity or condensation etc. This can be removed by polishing with a soft cloth or the application of a good furniture wax, but do not apply these whilst still in a damp atmosphere, particularly if using aerosol type furniture creams or liquids.

PAINT SMEARS

On no account try to remove with cellulose thinners or paint strippers as this may attack the original finish.

If the paint has smeared it can often be removed by very carefully scraping with a sharp razor blade, but care must be taken not to scrape the lacquer. Warm water to which a little detergent has been added helps with some water based paints.

RUB MARKS OR LIGHT SCRATCHES

These can generally be removed or at least disguised by light rubbing with 00 grade wire wool, followed by the wire wool coated with a soft wax. If the marks are very light, use the wax coated wire wool from the beginning, as this will reduce the abrasive action.

GENERAL AFTERCARE

A soft duster should be sufficient to preserve doors in good condition but if desired, proprietary furniture polishes, creams, teak oils etc., can be applied once the dust has been removed.

MANUFACTURER & SUPPLIER DETAILS

FRONT DOORS & INTERNAL DOORS

Solid Wooden Doors
90 Church Street
Weybridge
Surrey
KT13 8DL
www.solidwoodendoors.com
☏01932 851 081
🖷 01932 845 650
✉ info@solidwoodendoors.com

WARDROBE DOORS

Champion Building Services
9th Floor
Hill House
17 Highgate Hill
London N19 5NA
☏ 020 30055390
✉ championbuild@gmail.com
🖳 www.championbuild.co.uk

HANDLES

Handle anything LTD
90 Church Street
Weybridge
Surrey GT13 8DL
☏01932 845 627
🖷 01932 845 650
🖳 www.handleanything.com
✉ sales@handleanything.com

3.6 FLOORING

Properties are finished with a combination of the following floor surfaces:

Area	Flooring
Lounge, Kitchen & Hall	Kahrs Engineered Flooring – Linnea Oak Dome – 1strip stained white
Bedrooms	Bremworth Velluto Sincerity 4/826

CARE & MAINTENANCE OF HARDWOOD TIMBER FLOOR

Do
Clean the floor regularly.
Wipe up any spilt liquids immediately (wood will absorb liquids and expand).
Use protective pads under all furniture legs.
Use barrier mats at all external doors.
Protect your floor from grit.
Keep the ambient temperature to 20ºC

Don't
Allow liquid to stand on the floor, this can cause the wood to expand.
Use a wet mop to clean the floor. Always use the mop damp.
Use abrasive cleaners, these will damage the seal.
Allow sharp or abrasive objects to come into contact with the floor. Pets can also damage the surface of the floor.

SUPPLIER

WOOD FLOORING		CARPET
Flooring Supplies Wyatt Way Thetford IP24 1HB ☏ 0800 999 8100 www.flooringsupplies.co.uk		Bremworth Carpets Ltd Unit 106 Clerkenwell Workshop 27-31 Clerkenwell Close London EC1R OAT ☏ 020 7253 2111 www.bremworth.co.uk

3.7 STANDARD DECOR

Properties have been decorated using the following Dulux products and finishes:

SURFACE	DESCRIPTION	REFERENCE
Woodwork	Brilliant White Eggshell	
Ceilings	Brilliant White matt	
Walls throughout	Dulux	40YY 73/028

FIXING TO INTERNAL PARTITIONS

Internal walls are 70mm stud work to which skimmed plasterboard is fixed.

Only lightweight objects, i.e. wall mirrors and small pictures, may be fixed to the partition walls unless advice is sought from an experienced carpenter or the maintenance department.

Recommended fixings:

Wall mirrors	Expanding cavity fixing plugs and screws, your local hardware store can advise on the exact type if you tell them. the wall construction and what you intend to fix.
Light pictures	Steel pin and hook.
Heavy Art	Specialist plasterboard fixings available from hardware store

FIXING TO "DRY LINED WALLS"

These are formed from insulated plasterboard (made of 12.5mm plasterboard and 25mm of sound densing quilt insulation) held in place by small areas (dabs) of plaster.

Only lightweight objects, i.e. wall mirrors and small pictures, may be fixed to dry lined walls, unless advice is sought from an experienced carpenter or the maintenance department.

Recommended fixings:

Wall mirrors	Expanding cavity fixing plugs and screws, your local hardware store can advise on the exact type if you tell them the wall construction and what you intend to fix.
Small pictures	Steel pin and hook.
Heavy Art	Specialist plasterboard fixings available from hardware store

3.8 WALL & FLOOR TILING

The bathroom and kitchen areas have been finished with the following Keystone tiling products:

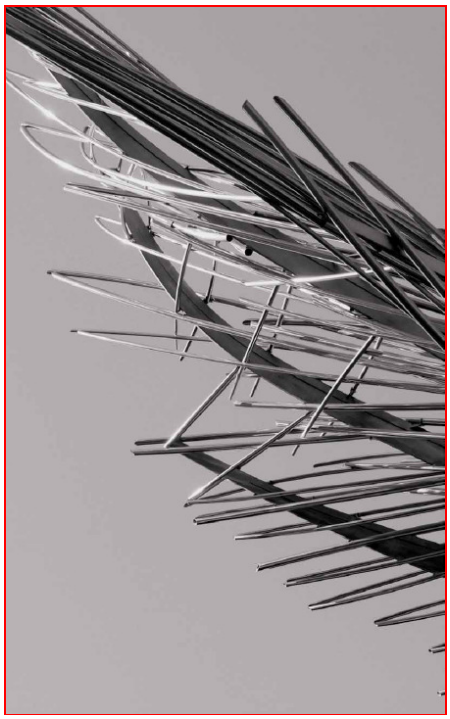
BATHROOM/ EN-SUITE

APARTMENT	ROOM	AREA	DESCRIPTION
All	Bathrooms/ Shower Room/ En suite	Wall	Colour – SK Station Covent Grey with matching grout 300 x 600
		Feature Wall	Colour – SK Station King Mantis Mosaic with matching 300 x 300
		Floor	Colour – SK Station King Mantis with matching grout 600 x 600

Please see enclosed leaflet for care information.

MANUFACTURER

The CP Group
Armytage Road Industrial Estate
Brighouse
West Yorkshire
HD6 1PU
☏01484 727 147
✉ sales@cpgroupuk.com
www.cpgroupuk.com



CHAPTER 4

APARTMENT SYSTEMS & SERVICES

4.1 ELECTRICITY

Initially, EDF Energy will supply electricity to your apartment. See Section 1.5 for contact details.
Residents have a choice over which company they subsequently wish to contract with for the supply of this service.

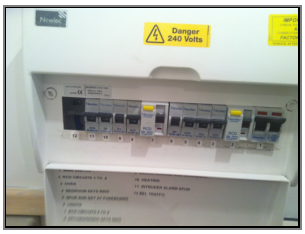
ELECTRICITY METER

Each apartment is individually metered. These meters are located in the riser cupboard at each floor level of the building (for example, if your apartment is on the first floor, your meter will be located in the riser cupboard on your floor).

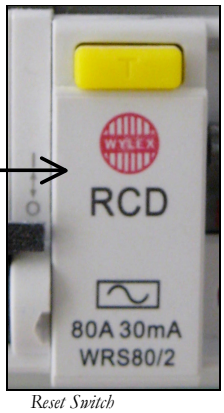
Electric Meter

ELECTRICITY CONSUMER UNITS

Your electricity consumer unit is located within the hallway cupboard in your apartment, which contains your main switch, RCCB (Residual Current Circuit Breaker) and your MCBs (Miniature Circuit Breakers). Switching the main switch to the off position will isolate all the electrical supply to your home, including the supply to the central heating system. The MCBs are labelled in the inside of the lid of the consumer unit and have three spare ways.
Inside the consumer units, the electricity supply is protected with an RCD button that will quickly cut off the supply if a fault occurs from a power outlet socket but not from a lighting circuit. If power fails in your apartment, you should check the consumer unit to see which circuit has tripped. You can then reset this circuit.



Electricity Consumer Unit



Reset Switch

It is recommended that the RCD should be tested every 3 months by pressing the button marked 'Test or T'. If the RCD fails to switch off the supply when pressed, you should seek expert advice.

ELECTRICITY

5 AMP SOCKETS

5 amp socket

In addition to the usual 13amp electrical sockets, there are 5amp sockets installed in the lounge and bedrooms. These are primarily used for lamps and once plugged in to these wall sockets, using their round pin plug function can be controlled via the wall switches.

5 amp plug

IMPORTANT INFORMATION

If a circuit is overloaded or an appliance develops a fault, an MCB (a miniature circuit breaker) in the electricity consumer control unit protecting the circuit will switch OFF automatically; this is to help prevent serious accidents, which may result in damage and injury. Inside the consumer control unit are labels identifying which switch (known as a miniature circuit breaker or MCB) covers which parts of your homes' electricity supply.

If the reason for the MCB going to the OFF position is not clear, then put the MCB switch back to its original ON position. If it will **not** stay on then complete the following:

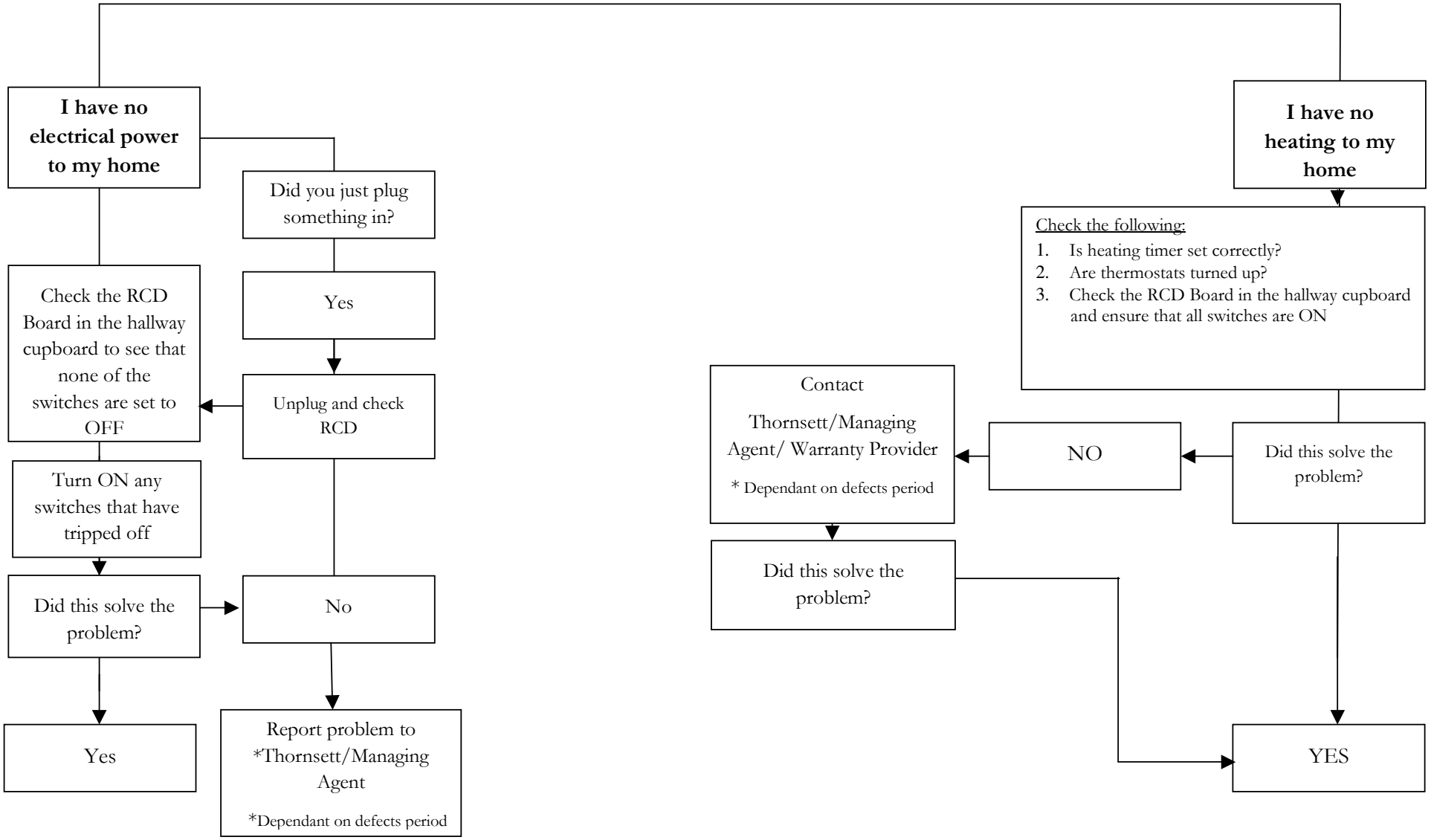
1. Switch OFF and unplug any appliances on that particular circuit. By attempting to return the MCB switch to the ON position after removing each appliance it is possible to identify the faulty appliance.
2. As each appliance is disconnected/unplugged try to reinstate the MCB on the circuit. If there is a faulty appliance it will trip OFF each time until the faulty appliance is disconnected. At this point the MCB will remain ON. DANGER - DO NOT ATTEMPT TO REUSE A FAULTY APPLIANCE, ARRANGE FOR ITS REPAIR OR REPLACEMENT.
3. If the MCB still fails to remain in the ON position a fault may exist in the electrical circuit itself and you should inform the maintenance department immediately.

<u>DANGER - DO NOT ATTEMPT TO DISMANTLE OR TAMPER WITH THE CONSUMER CONTROL UNIT</u>

ELECTRICAL SUPPLY FAILURE OR PROBLEMS

In the event that the power supply to the apartment fails and cannot be restored from the consumer unit, please check the trouble shooting guide on the next page before contacting the managing agent.

ELECTRIC TROUBLE SHOOTING GUIDE


I have no electrical power to my home
Did you just plug something in?
Yes
Unplug and check RCD
Check the RCD Board in the hallway cupboard to see that none of the switches are set to OFF
Turn ON any switches that have tripped off
Did this solve the problem?
No
Yes
Report problem to *Thornsett/Managing Agent
*Dependant on defects period
I have no heating to my home
Check the following:
1. Is heating timer set correctly?
2. Are thermostats turned up?
3. Check the RCD Board in the hallway cupboard and ensure that all switches are ON
Did this solve the problem?
NO
Contact Thornsett/Managing Agent/ Warranty Provider
* Dependant on defects period
Did this solve the problem?
YES

4.2 HEATING

ROOM HEATING

Your home is fitted with a hot water central heating system, consisting of a heat exchanger unit, under floor heating, a pump and controls. Water heated by the heat exchanger is pumped around the under floor heating system through pipework concealed in the walls and floors.

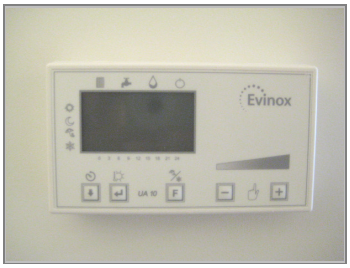
Within each room or space a switched spur feeds the under floor heating via a wall mounted controller (below) which provides temperature and time clock control. You should note that heating from cold will take longer to achieve the desired temperature.

Heating is powered by a Evinox Heat Exchanger unit which is located in your hallway cupboard (picture 1) and generates heating and hot water.. The on/off timer settings are controlled via the Evinox wall mounted timer units (Picture 2 below).

1

Danfoss Heat Exchanger

2



Wall mounted thermostat

For further information on configuring the system to your requirements, residents should refer to the manufacturer's operating instructions provided. A laminated copy double sided simple step by step user guide was provided to you on handover.

A STEP BY STEP USER GUIDE IS PROVIDED SEPARATELY AS PART OF YOUR HOMEOWNERS MANUAL. THIS IS A TWO SIDED LAMINATED DOCUMENT WITH EASY STEPS WHICH MUST BE REFERRED TO BEFORE CALLING THE MANAGING AGENT. IF THE STEPS ARE NOT FOLLOWED, YOU MAY BE CHARGED FOR AN UNNECESSARY CALL OUT.

HEATING

WATER HEATING

Your water is heated by the heat exchanger unit. There is a communal hot water cylinder located in the basement. Water from the rising main is directly heated and distributed from the basement to the hot taps around your apartment. There is a control on the heat exchanger to set the temperature of the hot water from the taps. This has been 'factory set' at 40° and shouldn't need to be adjusted.

A programmer is provided to turn the heating on and off and you should adjust the settings to suit your own requirements. In cold weather it might be necessary to leave the heating on for longer periods than in milder weather. A room thermostat is provided to regulate room temperatures room by room. Usage of the hot water (via the heat exchanger) will be billed by the managing agents who are able to monitor your hot water usage from a central reader and bill you accordingly.

MAINTENANCE

Heat Exchanger - The Heat Exchangers should be checked and serviced at least once a year by an Evinox engineer so that they remain safe.

The managing agent will arrange for an approved Gas Safe Registered engineer to service your Heat Exchanger annually. Access will be required to the Heat Exchanger and the managing agent will contact you in good time to arrange this. The cost of servicing the heat plate exchangers and the communal boiler will be included in your utility invoice.

Under floor heating – there is no special maintenance required for the under floor heating system. It is guaranteed for 10 years (but not for accidental damage).

Failure to return any warranty documents could invalidate your warranty.

BATHROOM HEATING

The Zehnder Spa towel rails are electrically thermostatically controlled and can be adjusted to suit residents' requirements. The main fuse spur control switch for the radiator is a switch located outside the bathroom door.

MANUFACTURERS

HEAT EXCHANGER
Evinox Ltd
Blenheim House
1 Blenheim Road
Epsom
Surrey
KT19 9AP
☏ 0871 4235661
www.evinoxenergy.co.uk

RADIATORS
Zehnder Group UK Ltd
Unit 4
Watchmoor Point
Camberley
Surrey
GU15 3AD
☏01252 515151
www.zehnder.co.uk

UNDER FLOOR HEATING
Unitherm Heating Systems Ltd
Peamount Business Centre
Newcastle
Dublin
Ireland
☏ 00353 16109153
www.uni-therm.net

4.3 GAS SUPPLY

Whilst your apartment does **not** have an individual gas supply, gas does supply the communal boilers which are located in the basement which supply the heat exchangers with heating and hot water throughout the whole development.

You will not receive a gas bill from the utility company, but you will be invoiced by the managing agents, for usage of your heating and hot water consumption. This usage is read from the heat exchanger meter reading – which is done remotely using the building management system. Access will not be required to your apartment to check the meter. Evinox will provide the bills for each apartment. If your apartment is rented out, you will need to re-invoice these costs to your tenants.

In any event….

- Before fixing to walls, floors and ceilings always check for buried pipes and cables using a detector.

- The detector will detect metal in walls and can be used to identify runs for services (eg gas and electricity) and should be used in accordance with the instructions.

If you smell gas:

•Open doors and windows
•Avoid the use of any naked flames or electrical switches
•Turn the gas off at the meter unless the meter is located in the cellar/basement

National Grid – Gas Escape Emergency
0800 111 999

If you suspect a gas leak or gas emergency in your apartment, or anywhere else call National Grid's emergency number. A call handling agent will log all the appropriate details including:

•The address/location of the suspected gas escape or gas emergency
•How many people are at the property where the smell is most noticeable?
•How long the smell has been noticeable?
•Is the smell coming from the cellar/basement?
•Are any neighbours affected?
•Your name and phone number
•Any special circumstances or access information

Getting accurate address details is very important as National Grid will want to make sure they send engineers to exactly the right place. You will be asked to verify these details for this very reason. Your address and postcode are particularly important.

4.4 FIRE PROTECTION

FIRE CONTAINMENT

To comply with Building Regulations the homes are designed to meet minimum fire containment standards.

Between homes, party walls and ceilings provide protection from fire.

To maintain the integrity of the fire containment protection, each of the doors leading into a habitable area incorporates an intumescent strip recessed on the top and sides of the door frame which, when subjected to heat, will automatically expand to reduce the rate of which heat and smoke will penetrate the doorways.

To maximise protection and contain fire:

These doors should be kept properly closed at all times.
The storage of combustible materials that might exacerbate a fire, or impede the passage of people into or out of the apartment should be avoided.

CARE & MAINTENANCE

For safety reasons, only a competent carpenter should be employed to repair or replace a door closer unit.

REDECORATING OF DOORS

To avoid affecting the fire protection properties do not paint over the intumescent strip around the doors.

SMOKE ALARM & HEAT DETECTORS

Each apartment has a mains operated smoke and heat detector. The alarm will sound if it detects fire or potential risk of fire.

Typically there is one heat detector located on the kitchen ceiling and one smoke detector in the hallway.

The detector units are mains powered with an internal dry cell back-up battery (which should not need to be changed); which constantly monitor the immediate areas.

When a potential fire risk condition occurs the alarm units will sound. If necessary you should follow your emergency evacuation procedure.

If the activation is a false alarm, the unit may be silenced by pressing the 'Test/Hush' button for a few seconds. This action will silence the alarm for approximately 10 minutes after which the unit will automatically re-set. However, if the smoke density increases when in silenced mode, the alarm will automatically restart.

CHECK & TEST

Check weekly that the indicator light is on. This indicates that the alarm is receiving mains power.

Test weekly by pushing in the test button for about 10 seconds until the alarm sounds.

Low Battery Warning
The alarm will tell you when the battery is low by beeping every 60 seconds. A new battery should be fitted as soon as possible.

You should refer to the manufacturer's operating instructions for further guidance.

SMOKE DETECTOR SYSTEM TESTING & MAINTENANCE

Heat detector *ceiling mounted in the kitchen*

Smoke alarm *located in the hallway*

It is advised that every 6 months you should switch off the power to the alarm (located in the consumer unit see Section 4.1), and gently vacuum through the vents of the alarm with a soft brush attachment. Switch the power back on and test the alarm.

TELEVISION SERVICE OVERVIEW

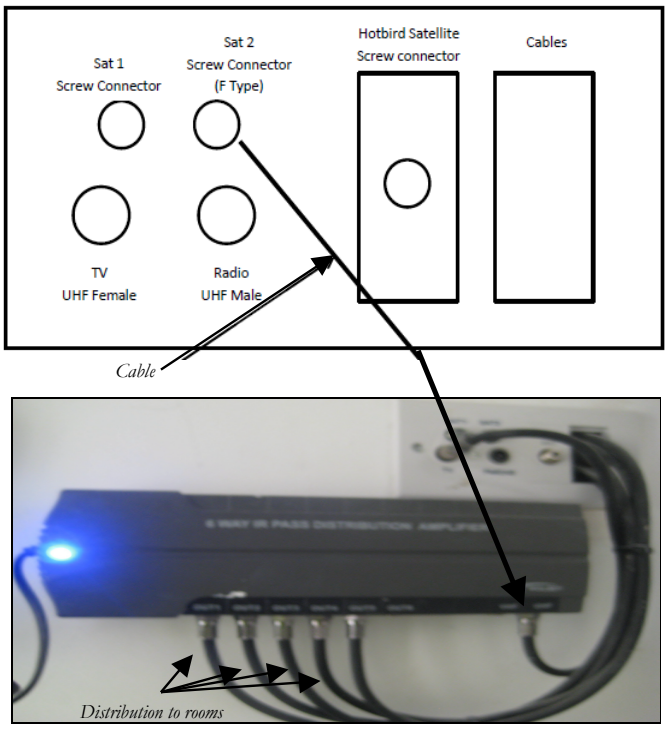
Your home has been wired for digital terrestrial (BBC/ITV), FM and DAB radio, Sky television and Hotbird Satellite 13° E. There is also a CAT5 network designed to carry HDMI signal over CAT5.

A communal SKY PLUS dish is installed on the roof. Residents will need to contact SKY to arrange to provide a viewing box and card.

A communal Hotbird dish is also installed on the roof. Residents need to purchase an appropriate Hotbird receiver (available from any satellite equipment store). This is then plugged into the main multimedia socket.

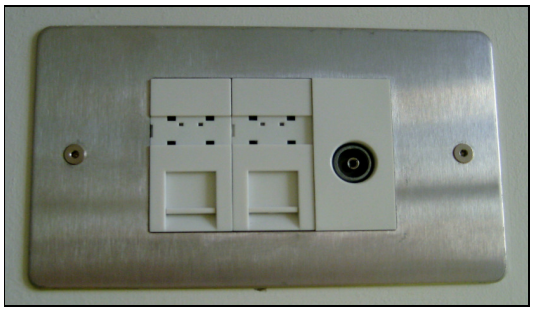
The satellite wall plate is located in the hallway cupboard.

Diagram 1



SKY amplifier

There should be a cable from the SAT 2 socket (shown in diagram 1) to the UHF input socket on the amplifier also located in the hallway cupboard.



A media plate (above) is installed in each habitable room. Users should connect a male to female UHF cable from the socket on the plate above into the socket in the back of your TV. You should re-tune your TV once this has been connected.

This allows for the same programme to be viewed on each TV. To control channel changes from each TV set, the user will need to install a 'magic eye' on each TV which allows control of the programming choice from the SKY box. Alternatively if your TV has built-in Freeview, simply plug in and go. An example of a magic eye is shown below.

SKY multi room is not available.

TELEVISION LICENCES

Residents are responsible for paying their own Television Licence.
www.tvlicensing.co.uk

For more information on Sky Television please visit www.sky.com or call 08442 411 665. Channel listings for the Hotbird satellite can be found by visiting the following website: www.lyngsat.com/europe.html

SERVICE PROVIDERS

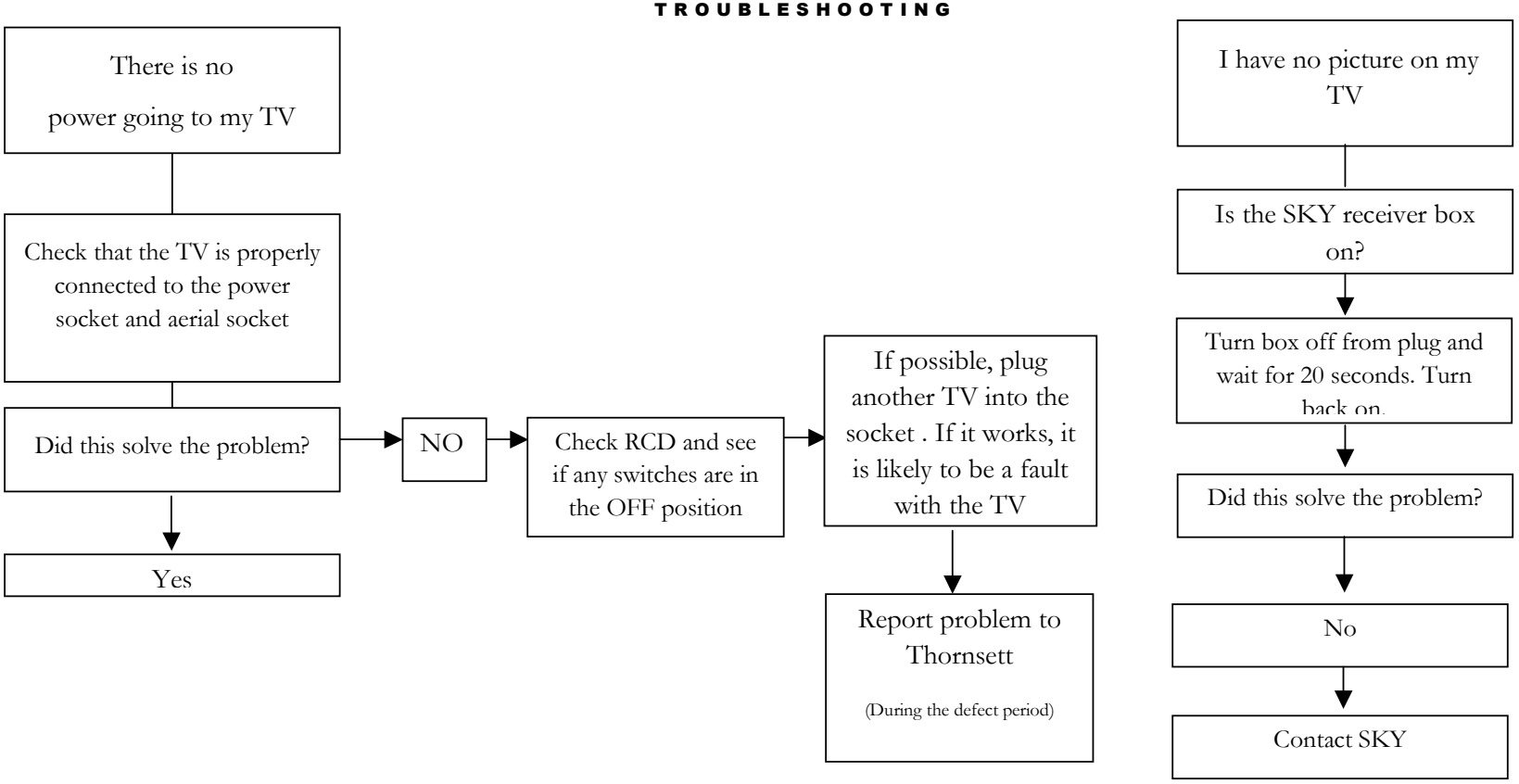
Sky
☎ 08442 411 665
www.sky.com

HDMI and Associated Equipment
TV AV Installations
☎ 0844 815 3545
www.TVAVdirect.co.uk

Hotbird TV

www.hotbird-tv.com

TROUBLESHOOTING


There is no power going to my TV
Check that the TV is properly connected to the power socket and aerial socket
Did this solve the problem?
Yes
NO
Check RCD and see if any switches are in the OFF position
If possible, plug another TV into the socket . If it works, it is likely to be a fault with the TV
Report problem to Thornsett
(During the defect period)
I have no picture on my TV
Is the SKY receiver box on?
Turn box off from plug and wait for 20 seconds. Turn back on.
Did this solve the problem?
No
Contact SKY

4.6 TELEPHONE

There are telephone sockets in all rooms which are cabled to connect to analogue telephone and Internet services. In order to use Internet services, you must have a telephone line activated. You should contact your chosen service provider to activate this service.

The main telephone line comes into the building from the distribution box at basement level and routes into the apartment via the master socket located in the hallway cupboard and distributes to all rooms. Your chosen supplier will need to connect the service to the main incoming point in the hallway cupboard and all other telephone points. Your supplier may charge for this service.

TELEPHONE SERVICE CONNECTION

The service is not activated and residents are responsible for arranging their own service by contacting their chosen supplier direct.

CABLE SERVICES

No provision has been made for any alternative cable services to be available within the apartments.

4.7 VENTILATION

'WHOLE HOUSE' VENTILATION

Your apartment has a Vent-Axia 'whole house ventilation' extract system that constantly extracts moist and polluted air from the property. The system has 3 fully adjustable speeds and a purge setting – maximum. On the front of the unit (located in the hallway cupboard) is a digital controller that can be used to pre-set the speed to the required air flow with the performance range. The system has an integral humidity sensor which increases the speed in proportion to the relative humidity levels, saving energy and reducing noise. The sensor also reacts to small but rapid increases in humidity, even if the normal trigger threshold is not reached. This feature ensures adequate ventilation even for the smallest bathroom. Night time relative humidity setback feature suppresses nuisance tripping as humidity gradually increases with falling temperatures.

Ceiling Vent

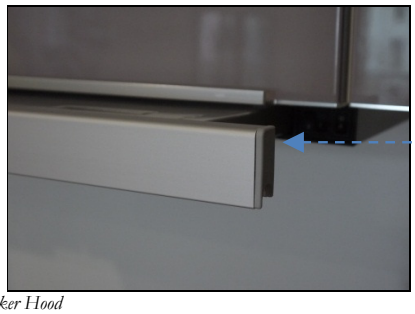
Fused spur for Vent-axia system

Ventilation Unit

Replacement Filter

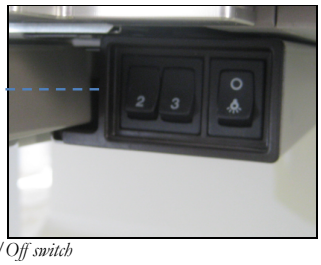
KITCHEN VENTILATION

3



Cooker Hood

4



On/Off switch

Each kitchen is fitted with an Electrolux Telescopic Extract cooker hood with three speeds, which discharges cooking aromas. To operate, gently pull out the cooker hood holding the front with 2 hands (picture 3 above). Use on/off buttons located on the right of the extractor (picture 4 above). There is a filter within the unit, which should be changed/cleaned regularly.

Please refer to manufacturer's instructions for further details.

VENTILATION

CARE & MAINTENANCE INSTRUCTIONS

Whilst the 'whole house' ventilation system is maintenance free, the ceiling ventilator grilles should be kept clean and free from dust.

In the event that access is required to the ceiling vents and ventilation unit, the power supply should be turned off at the isolator and a competent engineer called.

MANUFACTURER

Avent-Axia Ltd
Fleming Way
Crawley
West Sussex
RH10 9YX
☏ 08448560580
www.vent-axia.com
✉ servicing@vent-axia.com

4.8 WATER

Water and sewerage services will be supplied by Thames Water (see chapter 1.6 for contact details). Residents do not have a choice over which company they choose to contract for this service.

As the water enters your home, its flow is controlled by the main stop valve which allows you to turn off the supply in an emergency or for maintenance. Your stop valves are located in the hallway cupboard at high level (see the picture below). From the stop valve the water is distributed around the home via a direct feed system. Hot water is provided under pressure via the heat exchanger unit.

WATER METER

Individually numbered water meters are located in a locked riser cupboard on each floor level. A key will be provided for this cupboard.

WATER SUPPLY ISOLATORS

You can isolate water to each apartment via a stop valve located in the hall cupboard (picture below). The valve will be clearly labelled although the lever might be a different colour. There is an isolator in the communal areas which the managing agent has access to if required. There are additional stop valves for cold water feeds located under the kitchen sink, as shown in the picture below.

Water supply isolator

View under the sink of stop valves for cold water feeds

WATER

WASTE BLOCKAGES AND WATER LEAKS

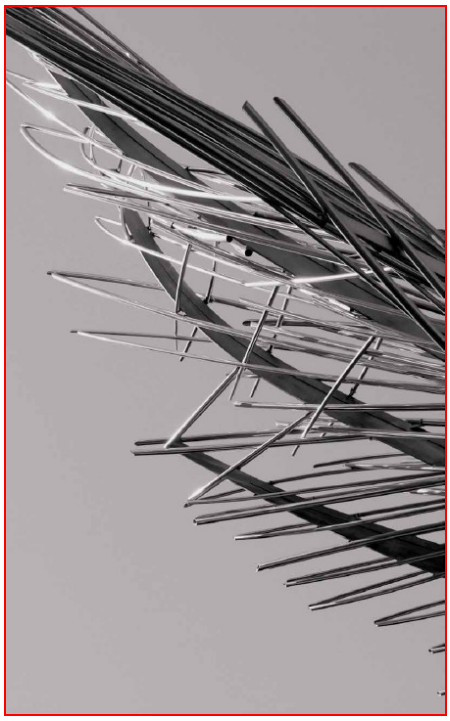
In event of waste blockages in the bathroom, access to the waste pipes is afforded via access panels in the bath panels.

However, the cause of a blockage may be from either your or another's apartment

Consequently, in event of waste blockages or water leaks from another apartment contact the Managing Agent who will advise upon what action to take.

BATHROOM ACCESS

Should you/a plumber require access to the overflow or waste to the bath, access can be obtained by removing the bath panel, shown in the picture below.



CHAPTER 5

ESTATES
SYSTEMS & SERVICES

5.1 ACCESS & SECURITY

RESIDENTS' ACCESS

Residents can access the building by using their electronic fob (picture 1) which should be presented to the fob reader within the intercom panel at the front entrance door (picture 2). The reader will acknowledge the fob and the door will click open.

1

Main Front Door fobs

2

VISITORS' ACCESS

An intercom panel (picture 3) is linked to each apartment from the front communal entrance door. Visitors should dial the apartment number, this will call the resident who will be able to hear and see the caller on the receiver located in the individual apartments. (Picture 4).

3

Intercom at main entrance

4

Intercom receiver in apartment

LEAVING THE BUILDING

To exit the building, residents should push the 'Touch to Exit' green button located on the wall just before the communal entry/exit door.

IN THE EVENT OF ELECTRICITY SUPPLY FAILURE.

If there is an electrical power failure the door to the main building will 'fail safe' which means that the residents will be able to open the doors manually.

MANAGEMENT OF ESTATE SECURITY SYSTEMS

The Managing Agent who is responsible for the maintenance of the estate access and security systems should be advised as soon as possible of any operational problems and any matters that may compromise the security of the building.

5.2 FIRE PROTECTION

For residents' increased safety, and to meet Fire Regulations, the building's communal areas are designed to have minimal fire risks affording occupants safe access to the stairwell and exit. On the top floor of each communal area are two Automatic Opening Vents (windows). If there is a fire in the building, they will open automatically to allow smoke to be extracted from the staircase.

EMERGENCY PROCEDURES:

If fire breaks out in your home:

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your home and get them to leave. Close the front door of your flat behind you.
- Do not stay behind to put the fire out.
- Close any doors behind you as you leave.
- Call the fire service.
- Wait outside, away from the building.

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the flat where it starts. This means it is usually safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home, or, if you are told to by the fire service.
- If you are in any doubt, get out.

To call the fire service:

- Dial 999 or 112 from a mobile
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply give the address of the block.
- Do not end the call until the fire service has repeated the address correctly.

In addition

- No items should be left/stored in communal areas
- In the event of an evacuation DO NOT USE THE LIFT, use the stairs.
- Each floor and all final exits are clearly signed directing you to the exit.
- If normal communal lighting should fail, automatic back-up lighting with illuminate within 15 seconds.

SMOKING IN COMMUNAL AREAS

Smoking in enclosed communal areas is prohibited.

To conform to Government Regulations that came into effect from 1st July 2007. For further information refer to the smoke free England website.

www.smokefreeengland.co.uk

5.3 COMMUNAL LIGHTING

Communal ceiling and wall lights

Movement sensors operate lighting to the communal lobby areas. The Managing Agents can adjust the duration of illumination. The external lighting to the main entrance and terraces is operated automatically via photocell and will illuminate once the external lighting reaches a certain level.

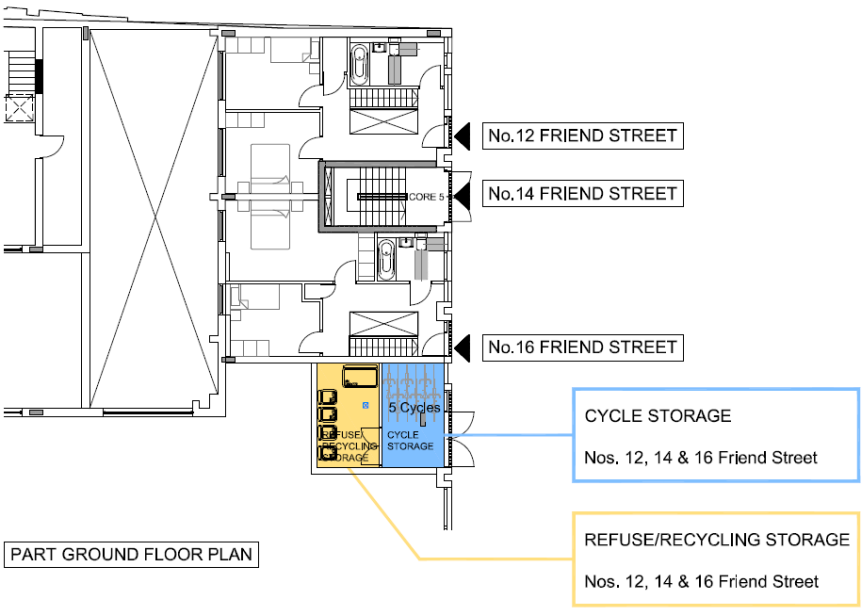
NOTES

IN THE EVENT OF ELECTRICITY SUPPLY FAILURE

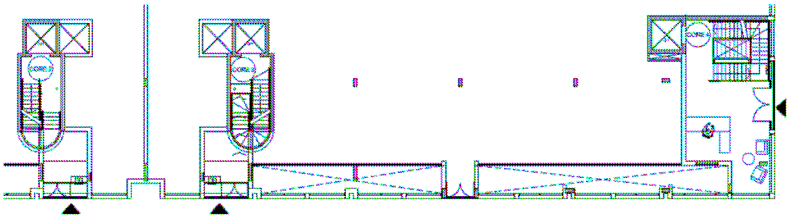
All communal areas are fitted with emergency lighting.

5.4 REFUSE BINS & BICYCLE STORAGE

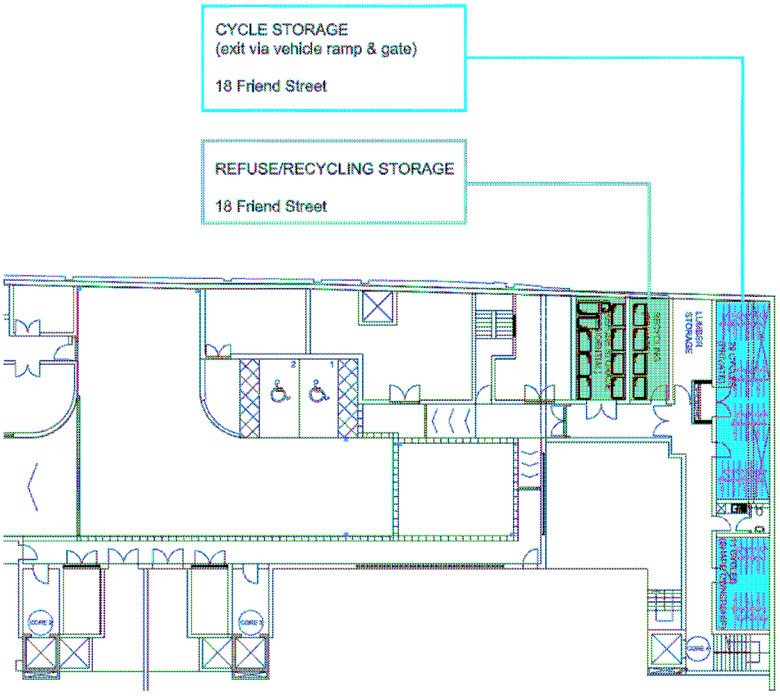
The location of refuse bins and bicycle stores are shown on the diagrams below.



REFUSE, RECYCLING & CYCLE STORAGE FOR
Nos. 12, 14 & 16 FRIEND STREET

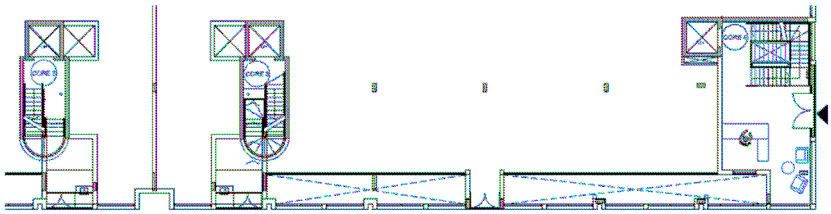


PART GROUND FLOOR PLAN



PART LOWER GROUND FLOOR PLAN

REFUSE, RECYCLING & CYCLE STORAGE FOR
18 FRIEND STREET



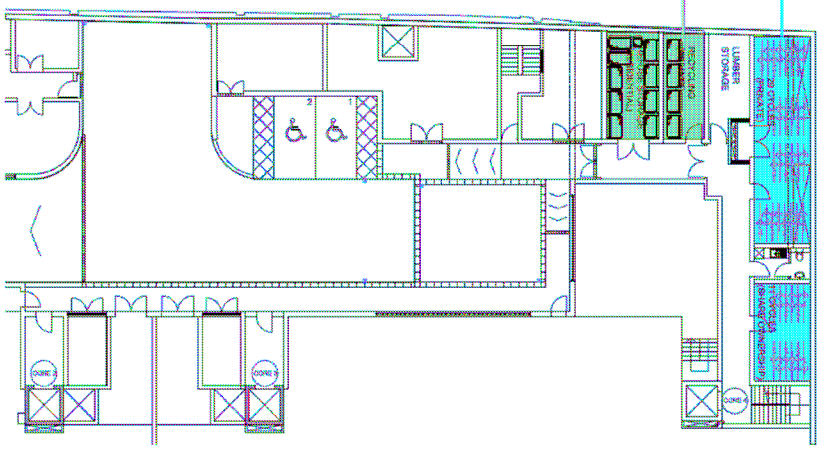
PART GROUND FLOOR PLAN

CYCLE STORAGE
(exit via vehicle ramp & gate)

263 & 265 Goswell Road

REFUSE/RECYCLING STORAGE

263 & 265 Goswell Road



PART LOWER GROUND FLOOR PLAN

REFUSE, RECYCLING & CYCLE STORAGE FOR 263 & 265 GOSWELL ROAD

DISPOSAL OF REFUSE/RUBBISH

There are a number of communal refuse storage areas allocated to apartments. There are both refuse and recycling bins available.

Residents are personally responsible for transferring their refuse from their apartment to the refuse store.

If you find that a collection has been missed, please contact the Managing Agent.

The refuse store includes communal bins for household rubbish and recycling.
We request that you take the time to separate your rubbish accordingly and actively participate in recycling. Please check out the following website for further information: www.wrap.org.uk

R E C Y C L I N G

A mini recycling centre consists of multiple banks allowing you to recycle a number of different items. Outlined below are the different types of banks you will see at mini recycling centres.

Mixed recycling means the recycling bank(s) accept paper and card, glass bottles and jars, tins and cans, empty aerosols, plastic bottles, pots, tubs and trays, and food and drink cartons.

Clothes banks are separate banks which accept all unwanted clothes, textiles and old rags. Please note: some clothes banks will also accept shoes - please check on the front of the bank as it will be clearly marked if you can deposit clothes ***and*** shoes.

Shoe banks are separate banks for the collections of unwanted shoes. Pairs of shoes should always be tied together before being placed in the bank. Please note: some shoe banks will also accept clothes - please check on the front of the bank as it will be clearly marked if you can deposit shoes **and** clothes.

Light bulb and Battery recycling. Currently there is only one bank available for recycling light bulbs and batteries and this can be found at Sainsbury's, Ladbroke Grove.

Book banks mean you can deposit all unwanted hardback and paperback books. Please note: some book banks also accept CDs - please check on the front of the bank.

WEEEbanks. WEEE stands for Waste Electrical and Electronic Equipment. Currently there are only two WEEE banks at mini-recycling centres in the borough. You can deposit small electrical items such as mobile phones, kettles and toasters into these banks, but not larger items such as big televisions, fridges or freezers

5.5 CONCIERGE

The Concierge will be on site between 7.00am to 5.00pm Monday to Friday.

The concierge will have a strong customer service focus and will make themselves available for all reasonable lessee requests. In addition they will perform the following duties:

- Daily inspection of the estate. Recording all faults/observations in the maintenance book, referring issues to the managing agent for resolution.
- Follow-up of maintenance issues to ensure timely completion, recording progress in the maintenance book.
- Pick up litter in the communal areas, courtyard and car park on daily basis.
- Supervising the cleaning and gardening contractors.
- Overseeing the security of the site.
- Maintaining a register of permitted cars and assisting the managing agent in the control of car and bicycle parking.
- Maintenance of the notice boards, ensuring that notices are tidy, relevant and in date.
- Issuing and reprogramming of automatic perimeter access fobs/ cards.
- Acceptance of small deliveries for residents.
- Maintain tidiness of main lobbies, concierge desk, private areas, and lifts

CHAPTER 6

ESTATE MANAGEMENT

6.1 OWNERSHIP & MANAGEMENT

ESTATE OWNERSHIP

The landlord is "The Master and Keepers or Wardens and Commonalty of the Mystery or Art of Brewers in the City of London as Trustees of the Dame Alice Owen Foundation of Brewers Hall Aldermanbury Square London EC2V 7HR" and they hold the leasehold reversionary interest.

APARTMENT OWNERSHIP

The tenants (owners of individual homes) each hold a lease for a term of 125 years, from 26th March 2012 subject to payment of the ground rent and service charges.

For clarification of the terms that apply to your individual property, you should refer to your individual lease, your solicitor and the managing agent.

ESTATE MANAGEMENT

The landlord has appointed a Managing Agent with responsibility for management of the estate and related issues.

6.2 MANAGING AGENT

APPOINTMENT

Thornsett London Limited has entered into an initial one-year management contract with London Residential Management to act as the managing agent for the estate.

The managing agent has created a Management Scheme – including preliminary financial estimates – for the day-to-day running of the building.

ROLE & RESPONSIBILITIES

To carry out the management function, the Landlord has appointed an independent firm of Managing Agents, whose responsibilities will be specified in a management contract and will be in accordance with the terms of the lease.

The Managing Agents may make such estate regulations as are considered appropriate for the well-being of the residents and the management of the estate, in accordance with the Articles of Association and the term of the lease.

AUDITORS

The Managing Agent must appoint an independent firm of accountants to act as auditors who will work with the managing agent to provide the audited accounts required by the Registrar of Companies and the provisions of the lease.

ACCOUNTABILITY & POWER

The managing agent's books of account for the management company, together with all invoices relating to the building must be open to inspection by tenants, if required, and in accordance with statutory requirements.

London Residential Management
9A Macklin Street
London
WC2B 5NE

☏ 020 7438 1080
✉ enquiries@l-r-m.co.uk

ANNUAL BUDGET ESTIMATES & INVOICES

The managing agent will be responsible for the production of financial budgets for the running costs of the building in accordance with the lease.

Service charge payments are due half yearly in advance on 1st January and 1st July, and demands based upon the annual budget will be issued in advance by the managing agents.

The proportion applied will be as specified in the lease for each property and in accordance with the managing agent's scheme for the building.

ANNUAL RECONCILIATION

The service charge instalments are based upon an estimated budget plan. Consequently, each year on completion of the Managing Agent's audited accounts, each property owner will receive a reconciliation statement showing any credit or debit balance on their service charge account. Any debit balance will be immediately payable and any credit balance will be offset against future instalments.

The managing agent is required to prepare an annual account of the maintenance expenses (distinguishing between actual expenditure and a reserve for future expenditure) for the 12 month period ending 31st December.

The accounts are to be audited by an independent accountant as soon as is practicable and the managing agent will circulate a copy of the accounts, together with the accountant's certificate, to each tenant.

PAYMENT OF SERVICE CHARGE

The amount invoiced must be paid in full within 14 days of written demand. If not paid within 14 days of the due date, action may be taken in accordance with the lease and interest charged.

Payment of the service charge may be made via standing order, see below for the relevant bank account details.

Bank details will be provided by London Residential Management.

6.4 INSURANCE

BUILDING INSURANCE

Arranging and maintaining adequate building insurance cover for the building is the responsibility of the managing agent.

The managing agent, on behalf of the management company, will collect the insurance premium from lessees and account to the residents for these sums.

CONTENTS & PERSONAL EFFECTS INSURANCE

Insurance arrangements to cover personal effects (e.g. clothing, furnishing, carpets, TV equipment, appliances etc) are the responsibility of the residents and not the landlord, management company or management agent.

The landlord's insurance covers various items within a property (e.g. kitchen fixtures & fittings but not the domestic appliances).

NOTE

INSURANCE POLICY AND CERTIFICATE OF COVER

Full insurance policy details and a copy of the latest Certificate of Cover can be obtained, on request, from the managing agent's office.

APARTMENT FRONT DOOR LOCK

The Lease provides that the Tenant should provide the Landlord with a set of keys to the apartment front door to enable the Landlord to enter the flat for security purposes or in an emergency and furthermore if an insurance company requests details about the type and standard of lock fitted, and whether it conforms to standards, you can confirm that the lock to the apartment entrance is G7034. Banham confirms that this is "British Standard 3621 patented and insurance approved".

6.5 GROUND RENT

PAYMENT & REVIEW ARRANGEMENTS

The rent sum, as specified in each lease and due to the Landlord, is payable in advance on 1st January in each calendar year. This sum will be demanded and collected yearly in advance by Daniel Watney on behalf of the Landlord.

RENT SUMS

The Rent shall be fixed for each twenty five year period of the Term commencing on 26th March 2012 ("the Base Date") -:

(a) For the first 25 years of the Term of £300.00 per annum (1 bed units) £400.00 per annum (2 bed units) £450.00 per annum (3 bed units) £500.00 per annum (4 bed units)

(b) For the next 25 years of the Term of twice the sum referred to in (a)

(c) For the next 25 years of the Term of twice the sum referred to in (b)

(d) For the next 25 years of the Term of twice the sum referred to in (c)

(e) For the remainder of the Term of twice the sum referred to in (d)

Please refer to your individual Lease for amount applicable to your apartment.

6.6 SALE OR SUBLETTING

To conform to the lease, when the ownership of a property is to be transferred, or a property is to be sublet, the landlord and management company must be formally advised of the transaction via the managing agent, and preferably before legal agreements are entered into.

When selling a property, your solicitor will need up-to-date information about the insurance of the building, service charges etc.

You may be able to supply the solicitor with some of this information yourself but if not, the solicitor should apply in writing to the managing agent who will charge a fee for this service.

NOTES

FORMAL NOTIFICATION TO THE LANDLORD AND THE MANAGEMENT COMPANY

This provision applies to all subsequent transactions following the initial purchase of a property whether a sale or letting.

6.7 RESIDENTS' OBLIGATIONS

The lease contains various obligations, which apply to tenants and all residents, in respect of the use and care of homes and communal areas, which are intended to:

- Enable residents to co-exist with their neighbours as comfortably, safely and harmoniously as practicable.
- Maintain the integrity and general upkeep of the homes, the building and amenity areas.

These obligations are enforceable by the landlord and the management company.
Furthermore, the management company may at any time impose and vary reasonable regulations in the interest of good building management (see Chapter 6.2).

EXTRACTS FROM THE LEASE TENANT'S COVENANTS

3 Tenant's covenants

The Tenant covenants with the Landlord throughout the Term to comply with the requirements of this Clause 3 and additionally and as a separate covenant with the Superior Landlord to comply with the requirements of Clause 3.1.1, Clause 3.2.1, Clause 3.3 and Clause 3.14.2

3.1 Rent and other amounts

3.1.1 The Tenant shall pay the Rent (including any VAT) to the Superior Landlord by equal half yearly instalments in advance on 1st January and 1st July of each year and shall pay the Rent by banker's order or credit transfer to any bank account in the United Kingdom designated by the Superior Landlord if the Superior Landlord gives the Tenant Notice to that effect.

3.1.2 The Tenant shall pay the Service Charge, the Insurance Rent and all other amounts (including VAT) other than the Rent payable by the Tenant under this Lease to the Landlord at the times and in the manner specified in this Lease.

3.2 Interest

The Tenant shall pay Interest on:

3.2.1 any Rent (whether or not formally demanded) and VAT on the Rent if applicable which remains unpaid after the date when payment is due; and

3.2.2 any other amount payable to the Landlord by the Tenant under this Lease which is not paid within five Working Days after the date when payment is due.

3.3 VAT

3.3.1 The consideration for any supply made by the Landlord and the Superior Landlord under this Lease is exclusive of VAT.

3.3.2 The Tenant shall pay to the Landlord and the Superior Landlord an amount equal to any applicable VAT in addition to any such consideration at the same time and in the same manner as that consideration.

3.3.3 In every case where the Tenant is required to reimburse the Landlord for any payment made by the Landlord under the terms of or in connection with this Lease, the amount to be reimbursed shall include an amount equal to the amount of any VAT payable by the Landlord on that payment, except to the extent that the Landlord can recover that VAT as input tax.

3.4 Rates and outgoings

3.4.1 The Tenant shall pay all council tax, rates, taxes, duties, assessments, impositions, charges and other outgoings of any type payable in respect of the Flat or by the owner or occupier of them (except any tax assessed on the Landlord in respect of its ownership, rental income from or dealing with its interest in the Flat).

3.4.2 The Tenant shall pay all charges for supplies of Utilities to the Flat during the Term, including any connection charges, standing charges and meter rents.

3.5 Repair

3.5.1 The Tenant shall keep the Flat in good and substantial repair and condition (but the Tenant shall not be liable to repair or make good damage to the Flat by the Insured Risks, except to the extent that the insurance has been invalidated or payment of insurance proceeds is refused because of any act, neglect or default of the Tenant any undertenant or their respective workers contractors or agents or any person with the express or implied authority of any of them).

3.5.2 The Tenant shall renew and replace from time to time all Landlord's fixtures and fittings at the Flat which may become beyond repair at any time during the Term.

3.6 Decoration

As often as reasonably necessary and at least every five years to decorate or treat as appropriate all parts of the Flat that are usually decorated or treated in a good and proper manner and to a high standard, using good quality, suitable materials that are appropriate to the Flat and in the last year of the Term to use materials, designs and colours approved by the Landlord.

3.7 Cleaning

The Tenant shall keep the Flat in a clean and tidy condition and free of vermin and pests and at least once in every month shall clean the insides of all windows and window frames and all other glass in the Flat.

3.8 Alterations

3.8.1 The Tenant shall not alter or interfere with any part of the Building or the Development which is not included in the Flat.

3.8.2 The Tenant shall make no alteration or addition to the Flat except as permitted by Clause 3.8.3 or Clause 3.10.

3.8.3 The Tenant may make the following alterations:

3.8.3.1 an alteration to the interior of the Flat which does not alter or in any way affect the whole or any part of the structure of the Building;

3.8.3.2 the installation of or an alteration to a Conduit forming part of the Flat; and

3.8.3.3 such alterations as the Tenant may be obliged to carry out pursuant to any Enactment

with the Landlord's Consent (which shall not be unreasonably withheld or delayed and shall be contained in a formal licence).

3.8.4 Before consenting to any alteration under Clause 3.8.3 the Landlord may require:

3.8.4.1 the submission to the Landlord of drawings and specifications (in triplicate) showing the proposed alteration; and

3.8.4.2 the execution of the formal licence referred to in Clause 3.8.3, in such form as the Landlord reasonably requires.

3.9 Overloading of floors and services

3.9.1 The Tenant shall not overload the floors of the Flat or suspend any excessive weight from the roofs, ceilings, walls or structure of the Building and shall not overload the Conduits or Utilities in or serving the Flat or the Building.

3.9.2 The Tenant shall not do anything which may subject the Flat or the Building to any strain beyond that which they are designed to bear (with due margin for safety).

3.9.3 The Tenant shall not remove the decking or insulation under the decking on any balcony or terrace without the consent of the Landlord

3.10 Aerials, signs, advertisements etc.

3.10.1 The Tenant shall not install or display on the exterior of the Flat, or in the windows of the Flat, any:

3.10.1.1 canopy;

3.10.1.2 flag;

3.10.1.3 flower pot or hanging basket;

3.10.1.4 clothing or washing;

3.10.1.5 aerial or satellite dish;

3.10.1.6 sign including any "to let" or "for sale" signs; or

3.10.1.7 advertisement.

3.10.2 The Tenant shall display and maintain all notices which the Landlord may from time to time reasonably require to be displayed at the Flat.

3.11 Default notices

3.11.1 If the Landlord gives to the Tenant Notice of any defects, wants of repair or breaches of the Tenant's Covenants, the Tenant shall within one month of such Notice, or as soon as reasonably possible in an emergency, begin and then diligently continue to comply with such Notice to the reasonable satisfaction of the Landlord.

3.11.2 If the Tenant fails to comply with the provisions of Clause 3.11.1, or fails to complete compliance with the relevant Notice (to the reasonable satisfaction of the Landlord) within two months (or sooner in an emergency), the Landlord may enter the Flat and carry out all or any of the works referred to in the Notice and the Tenant shall pay to the Landlord on demand as a debt all costs and expenses (including professional fees) thereby incurred.

3.12 Use

3.12.1 The Tenant shall not use the Flat except for the Permitted Use.

3.12.2 The Tenant shall provide the Landlord with a set of keys to the Flat to enable the Landlord to enter the Flat for security purposes or in an emergency.

3.13 Nuisance and prohibited uses

3.13.1 The Tenant shall not do anything in or about the Flat or the Building which is or might be or become a nuisance or which causes or might cause danger, damage, annoyance, inconvenience or disturbance to the Landlord or to the owners, tenants or occupiers of the Adjoining Property, or which might be injurious to the value, tone, amenity or character of the Flat or the Building.

3.13.2 If any nuisance occurs at the Flat, the Tenant shall forthwith take all necessary action to abate it.

3.13.3 The Tenant shall fit all floors in the Flat with carpeting or some other satisfactorily sound deadening material.

3.13.4 The Tenant shall not play or use any musical instrument, loud speaker, sound amplification equipment or similar apparatus in such a manner as to be audible outside the Flat.

3.13.5 The Tenant shall not overload any Conduits or discharge into any Conduits any noxious or deleterious effluent, fluid or substance or any substance which might cause an obstruction, or might be or become a source of danger, or which might cause damage or injury to any person or be deleterious to health, or which might harm the Flat or any Adjoining Property or any Conduits.

3.13.6 The Tenant shall take due precautions to avoid water freezing in Conduits within the Flat.

3.13.7 The Tenant shall not deposit on the Common Parts or on any other part of the Building any waste, rubbish or refuse other than in proper receptacles provided for the purpose.

3.13.8 The Tenant shall not do in relation to the use of the Flat anything by reason of which the Landlord may incur any liability for costs, any penalty, damages, compensation or otherwise.

3.13.9 The Tenant shall not use the Flat for any:

3.13.9.1 public or political meeting;

3.13.9.2 illegal or immoral purpose;

3.13.9.3 gambling, betting or gaming; or

3.13.9.4 purpose which attracts casual callers.

3.13.10 The Tenant shall not keep any pets in the Flat.

3.13.11 The Tenant shall not bring or keep any inflammable, explosive, dangerous or offensive substances or goods into the Flat or the Development

3.13.12 The Tenant shall not play or loiter on the Common Parts or make any avoidable noise on the Common Parts.

3.13.13 The Tenant shall not leave any bicycle, pushchair or any other item on the Common Parts or obstruct them in any way.

3.13.14 The Tenant shall comply with the terms relating to parking of cars set out in Clause 7.11.

3.14 Alienation

3.14.1 The Tenant shall not assign, underlet, part with, share possession or occupation or charge part (as distinct from the whole) of the Flat

3.14.2 The Tenant shall not assign the whole of the Flat unless first:

3.14.2.1 the Tenant shall have paid to the Landlord all Rent, Service Charge, Insurance Rent and other sums payable under this Lease which have fallen due before the date of the assignment; and

3.14.2.2 the Assignee has covenanted by deed with the Landlord and the Superior Landlord in such form as the Landlord and the Superior Landlord reasonably require that during the Term the Assignee and its successors in title will comply with the Tenant's Covenants; and prepare by the Lessor's solicitors at the cost of the Tenant

3.14.2.3 if the Assignee is not resident in England or Wales or is a limited company not registered within England or Wales the Tenant has provided the Landlord with an address for service in England or Wales; and

3.14.2.4 the Tenant has transferred its one ordinary share in the Management Company to the Assignee.

3.14.3 The Tenant shall not underlet the whole of the Flat unless:

3.14.3.1 the underlease is on an assured shorthold tenancy agreement or any other tenancy agreement whereby the Tenant does not obtain security of tenure on expiry or earlier termination of the term;

3.14.3.2 the underlease contains covenants substantially the same as those contained in Clause 3.7,3.9,3.10, 3.12, 3.13, 3.17, 3.24 and of this Lease; and

3.14.3.3 the underlease provides that the undertenant must not do anything that would or might cause the Tenant to be in breach of the Tenant's Covenants.

3.15 Dispositions

3.15.1 In this clause a Transaction is:-

3.15.1.1 any dealing with this Lease or the devolution or transmission of, or parting with possession of any interest in it; or

3.15.1.2 the creation of any underlease or other interest out of this Lease, or out of any interest, or underlease derived from it, and any dealing, devolution or transmission of, or parting with possession of any such interest or underlease; or

3.15.1.3 the making of any other arrangement for the occupation of the Premises.

3.15.2 In respect of every Transaction that is registrable at HM Land Registry, the Tenant shall promptly following completion of the Transaction apply to register it (or procure that the relevant person so applies). The Tenant shall procure that any requisitions raised by HM Land Registry in connection with an application to register a Transaction are dealt with promptly and properly. Within one month of completion of the registration, the Tenant shall send the Landlord official copies of its title (and where applicable of the undertenant's title).

3.15.3 No later than one month after a Transaction the Tenant shall:

3.15.3.1 give the Landlord's solicitor notice of the Transaction; and

3.15.3.2 deliver two certified copies of any document effecting the Transaction to the Landlord's solicitors; and

3.15.3.3 pay the Landlord's solicitors a reasonable registration fee (plus VAT).

3.16 Disclosing information

The Tenant shall:

3.16.1 notify the Landlord forthwith of any change of name or address of the Tenant;

3.16.2 on demand give the Landlord full details of any derivative interest in the Flat.

3.17 Compliance with Enactments etc

3.17.1 Enactments

3.17.1.1 The Tenant shall:

3.17.1.1.1 comply with all Enactments applicable to the Flat;

3.17.1.1.2 carry out (always complying with the provisions of Clause 3.8) such works to the Flat as are required by, or as may be necessary to prevent any potential liability or claim under, any Enactment; and

3.17.1.1.3 promptly give Notice to the Landlord of any damage to or defect in the Flat which might give rise to any obligation, duty of care or liability on the Landlord pursuant to any Enactment or otherwise.

3.17.1.2 If the Tenant receives pursuant to any Enactment any notice, order or direction, or a proposal for one, or any communication it shall forthwith produce a copy to both the Landlord and the Tenant shall make such objection or representation against it as the Landlord reasonably requires.

3.17.1.3 Where any such notice, order or direction requires works to be carried out, the Tenant shall, so far as the same and any relevant Enactment permits, also comply with the provisions of this Lease in relation to such works.

3.17.2 Fire precautions and equipment

13.17.2.1 The Tenant shall comply with the requirements and recommendations of the fire authority, the insurers of the Building and the Landlord in relation to fire precautions affecting the Flat.

13.17.2.2 The Tenant shall not obstruct the access to or means of working of any fire fighting and extinguishing appliances or the means of escape from the Flat or the Building in case of fire or other emergency and shall not use the fire escape doors or corridors except in emergency.

3.17.3 Environmental Law

13.17.3.1 The Tenant shall not cause or permit any Contamination of the Flat or the Building or any Adjoining Property.

13.17.3.2 The Tenant shall inform the Landlord as soon as practicable after the Tenant becomes aware of any breach or material non-compliance with Environmental Law in relation to the Flat or the Permitted Use.

3.18 Planning

The Tenant shall make no application under the Planning Enactments in relation to the Flat or the Building without the Landlord's Consent and then only in a form previously approved by the Landlord (which consent and approval shall not be unreasonably withheld or delayed in relation to the Flat where works permitted by the Landlord under Clause 3.8 require planning permission).

3.19 Yielding up

At the End of the Term the Tenant shall yield up the Flat to the Landlord:

3.19.1 with vacant possession;

3.19.2 with all keys to the Flat; and

3.19.3 in a state of repair and condition and in all other respects in compliance with the Tenant's Covenants.

3.20 Encroachments, easements and third party rights

3.20.1 The Tenant shall not stop up or obstruct any window or light belonging to the Flat and shall not permit any new window, light, opening, doorway, passage, Conduit or other encroachment or easement to be made or acquired into, on or over the Flat and if any person attempts to make or acquire any encroachment or easement the Tenant shall immediately on becoming aware of it give Notice to the Landlord and at the request of the Landlord but at the cost of the Tenant shall adopt such means as the Landlord may reasonably require for preventing any such encroachment or the acquisition of any such easement.

3.20.2 Without prejudice to the provisions of Clause 3.14, the Tenant shall not grant any right in favour of any third party which may continue after the End of the Term (including any right in favour of a communications supplier).

3.21 Reletting and sale notices

The Tenant shall permit the Landlord at all reasonable times to enter the Flat and affix and retain without interference on suitable parts of the Flat (but not so as materially to affect the access of light and air to the Flat) during the last six months of the Term notices for reletting the Flat and at any time during the Term notices for selling the Landlord's interest in the Flat or the Building and shall not remove or obscure such notices and shall permit all persons with the written authority of the Landlord to view the Flat at reasonable hours in the daytime on prior appointment.

3.22 Landlord's costs

The Tenant shall pay on demand all costs, fees, charges, disbursements and expenses incurred by the Landlord including those payable to solicitors, counsel, architects, surveyors, bailiffs in relation to or in contemplation of:

3.22.1 the preparation and service of a notice under section 146 of the Law of Property Act 1925 and any proceedings under sections 146 or 147 of that Act even if forfeiture is avoided otherwise than by relief granted by the court;

3.22.2 the preparation and service of notices and schedules relating to wants of repair whether served during or after the End of the Term;

3.22.3 the recovery or attempted recovery of arrears of Rent or other additional rents, or other amounts due from the Tenant or in remedying any breach of the Tenant's Covenants;

3.22.4 any application for consent or approval made necessary by this Lease whether or not consent or approval is granted or the application is withdrawn;

3.22.5 the supervision of any works which the Tenant is obliged to carry out pursuant to any of the provisions of this Lease; and

3.22.6 any risk assessment carried out to comply with any statutory or other obligation of the Landlord.

3.23 Indemnity

The Tenant shall fully compensate the Landlord for all loss arising directly or indirectly out of the state of repair or use or condition of the Flat or any breach of the Tenant's Covenants or any act, default or negligence of the Tenant.

3.24 Regulations

The Tenant shall comply with such regulations in connection with the use and operation of the Flat or the Building or the Development as are made by the Landlord from time to time and communicated to the Tenant in writing.

3.25 Superior Lease

3.25.1 The Tenant shall not do omit or allow anything which might cause the Landlord to be in breach of the Superior Lease or which if done omitted or allowed by the Landlord might be in breach of the covenants on the part of the Landlord (as tenant) or the conditions contained in the Superior Lease.

3.25.2 The Tenant shall permit any Superior Landlord and all persons authorised by any Superior Landlord to enter the Flat for the purposes specified and upon the terms contained in the Superior Lease as if those terms dealing with access to the Flat were incorporated in this Lease.

3.25.3 Where the Tenant makes an application under the Lease for consent and the consent of the Superior Landlord is also required under the Superior Lease the Tenant shall pay on an indemnity basis

3.25.3.1 all costs and other expenses properly incurred by the Landlord in relation to that application including seeking the Superior Landlord's consent in accordance with Clause 4.4 whether that application is granted refused offered subject to any qualification or withdrawn.

3.25.3.2 professional advice obtained by the Landlord in relation to that application.

3.25.3.3 the costs and other expenses of the Superior Landlord in relation to the application

3.26 Other obligations

The Tenant shall comply with the agreements, covenants, restrictions and stipulations referred to in the deeds and documents listed in so far as they are still subsisting and capable of taking effect and relate to the Flat.